1 Introduction

TS MAN

Service & Repair Management Software by BLANCHESOFT LIMITED www.blanchesoft.com

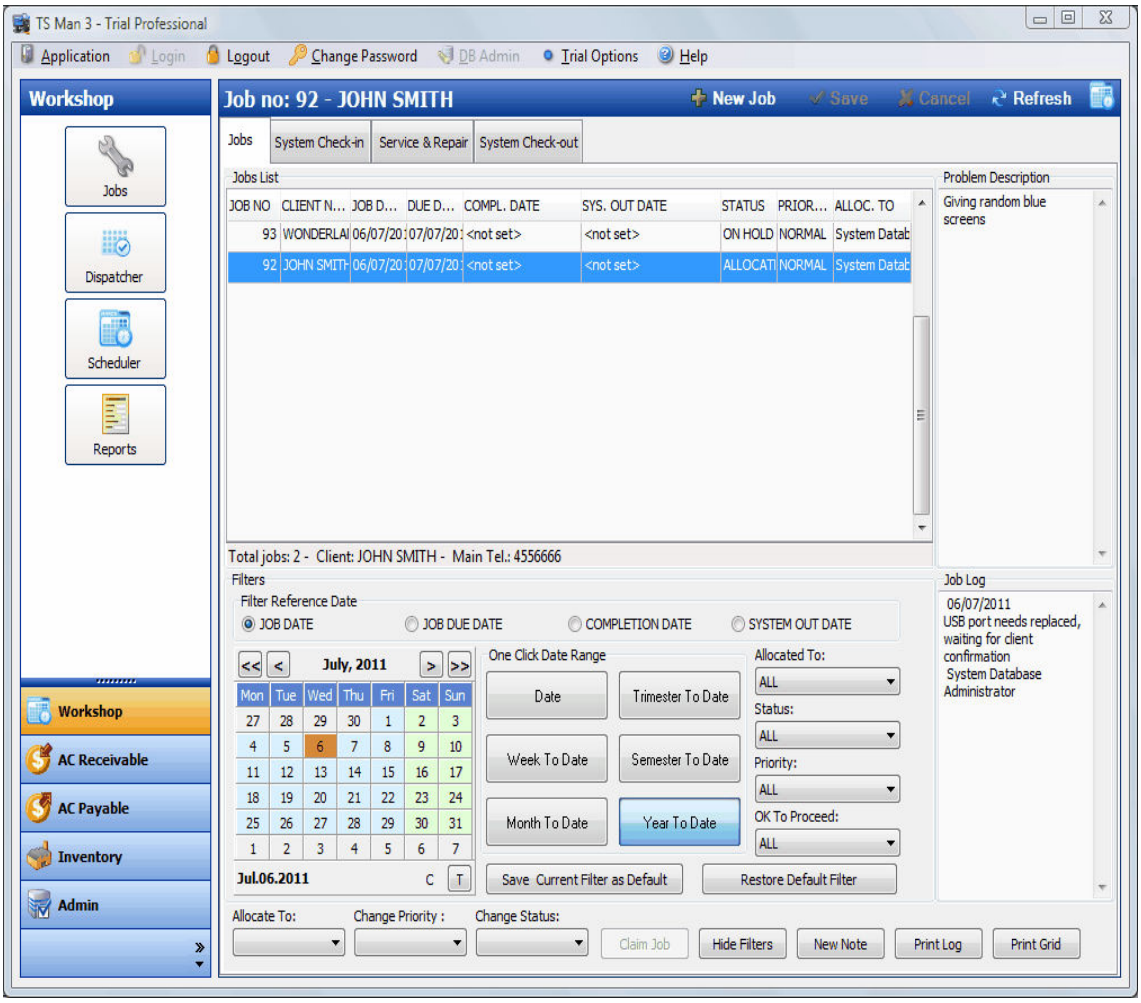
1.1 Welcome

Dear user,

Thank you for your interest in our TS Man (Technical Support Manager) software . This help file should give you basic information about the software itself.

Introductory overview

TS Man is a professional computer service & repair tool, designed to support the computer service & repair businesses in achieving a fast, professional and accurate service delivered to their customers. It is the ideal choice for small companies and individuals who are in the business of computer maintenance and repair.



Very intuitive, using a fast and royalty free database server for multi-user connectivity, a simple and almost self explanatory graphical user interface, through which you, the end user, will complete the daily service & repair tasks with ease and accuracy.

Benefits

- Professional and faster service for your customers
- Increase your productivity times fold
- Keep track of changes in the details and owners of the computer systems passing through your workshop
- Local (LAN) and Internet access
- Access your database from anywhere in the world if you have an internet connection
- Fast , free and reliable database server
- Generation of detailed reports exportable to Word and Adobe Acrobat format

Key Features

- True client -server
- Work order creation (jobs)
- invoicing and Time Billing
- Inventory Tracking (professional version)
- Purchase Orders (professional version)
- Billing
- Quotations (estimates)
- Mass e-mailing for post-sales marketing - send emails to all your customers with new bargains, special offers, etc.
- Reporting
- Create your own custom reports with the built-in report designer

- Database Back-up and restore
- Access rights levels for users
- SMS integration (Alcatell & Kapow)
- Email to SMS (providing your mobile telephone provider supports it)

We wish you many satisfactory moments using TS Man !

BlancheSoft

http://www.blanchesoft.com

2 Installation

We are constantly working towards improving the setup (installation) process of TS Man.
Currently the setup process is straight forward, with most of the required options selected by default.

There are two types of installation:
- Server which can also be used as standalone setup
- Client which is used to connect to the database through the Firebird Server

If you are not sure which one to choose at first, then choose Server.

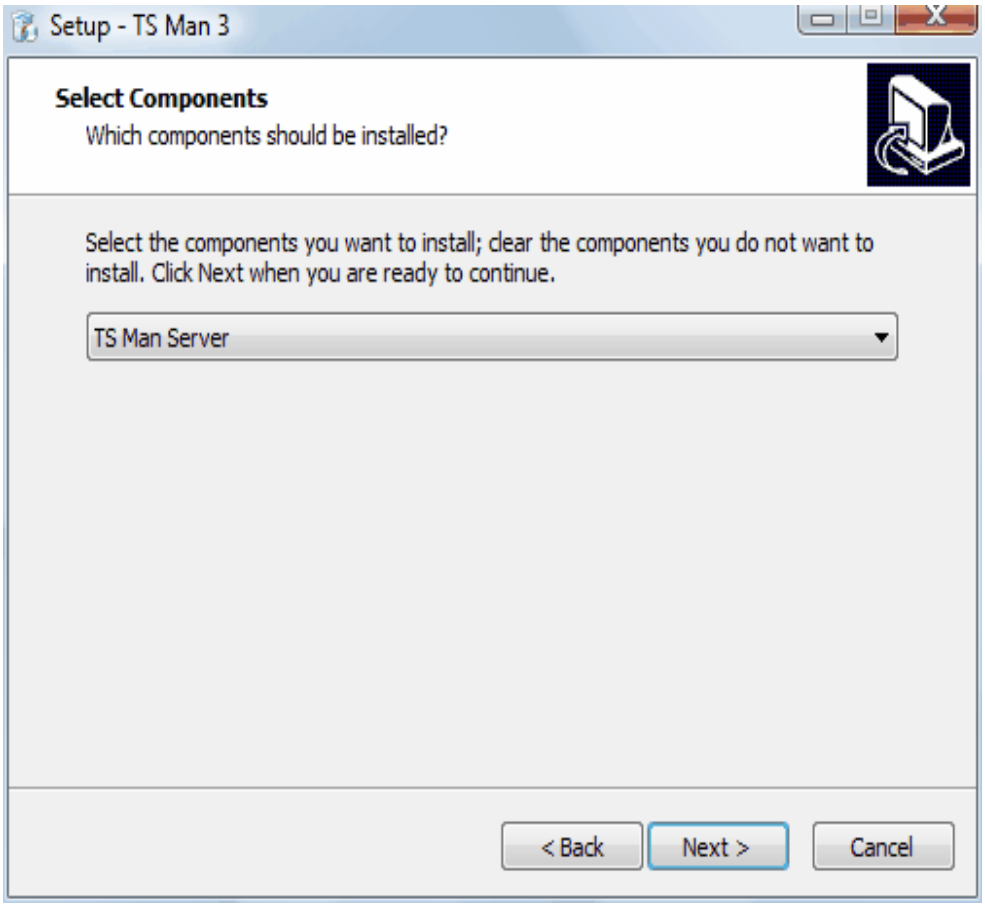
2.1 Server & Client (standalone)

Server installation can be used as standalone installation (default for single individuals).
Can also be used as "Server" the place where Firebird Server and database file reside, so all clients may connect to it.

TS Man is using a fast, open source, royalty free database server - FIREBIRD SERVER.
The current version of Firebird server that is being used with TS Man is Firebird 2.1.4

The "Server" Concept in TS Man
is that of the place (computer) where database file (TSM.FDB) and Firebird Database Server are installed.
TS Man executable is all ways the same. In fact it is just another client application for the famous Firebird Server.

Installing the "TS Man Server"
Start by running the executable you downloaded.
During the installation process, at the beginning, you will be presented with a screen asking you to choose the type of the installation. Choose "TS Man Server" and continue by clicking next, leaving all the default values. See picture:


Setup - TS Man 3
Select Components
Which components should be installed?
Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.
TS Man Server
< Back
Next >
Cancel

(on some computers, you will have to reboot the computer in order to have firebird service started)

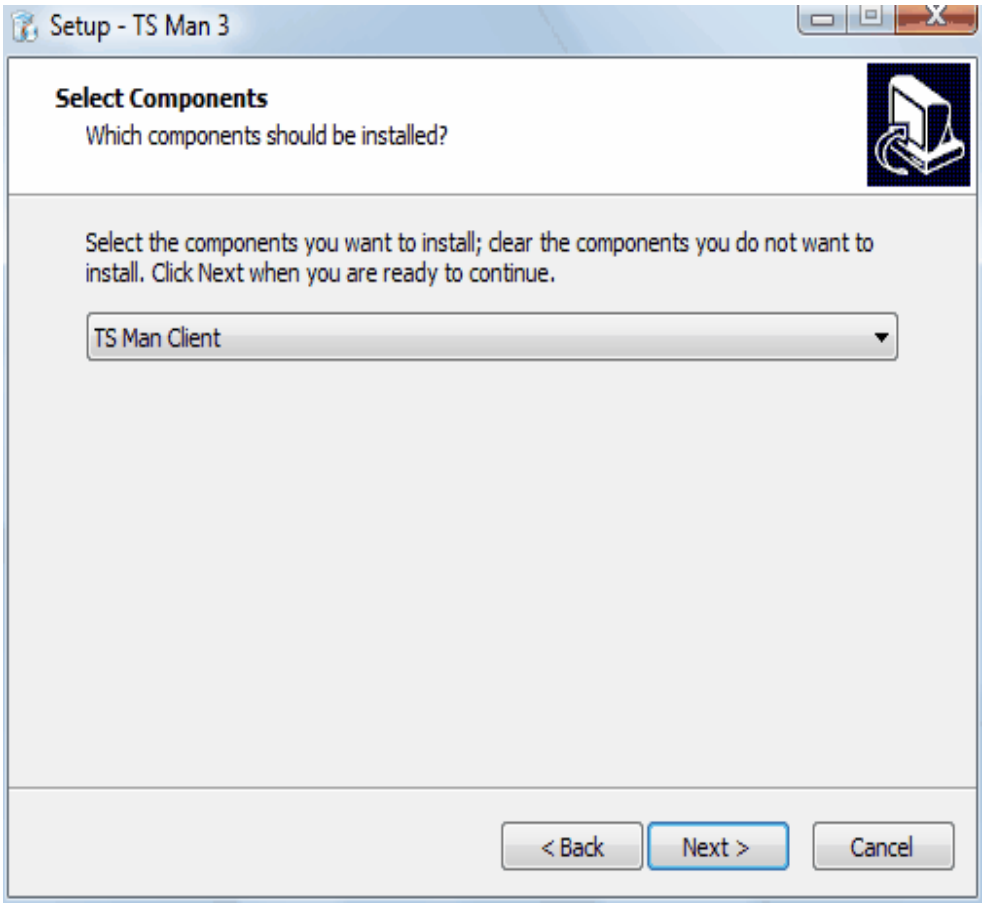
2.2 Client

Client installation is required only if you want to access the TS Man database from another computer.

The "Client" concept in TS Man
is that of a database client, with no other exceptions. Install the "TS Man Client" option on as many computers as you wish. The connection to database is being regulated by the license which will only allow a maximum of users based on the number of licenses you have purchased.
Trial version comes with 3 users, so it can be fully tested in the client-server environment.

Installing the "TS Man Client" on other computers
Start by running the executable you downloaded.
During the installation process, at the beginning, you will be presented with a screen asking you to choose the type of the installation. Choose "TS Man Client" and continue by clicking next, leaving all the default values. See picture:

Then continue the installation following the wizard. You don't have to leave the default options, although recommended.


Setup - TS Man 3
Select Components
Which components should be installed?
Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.
TS Man Client
< Back
Next >
Cancel

3 Connection

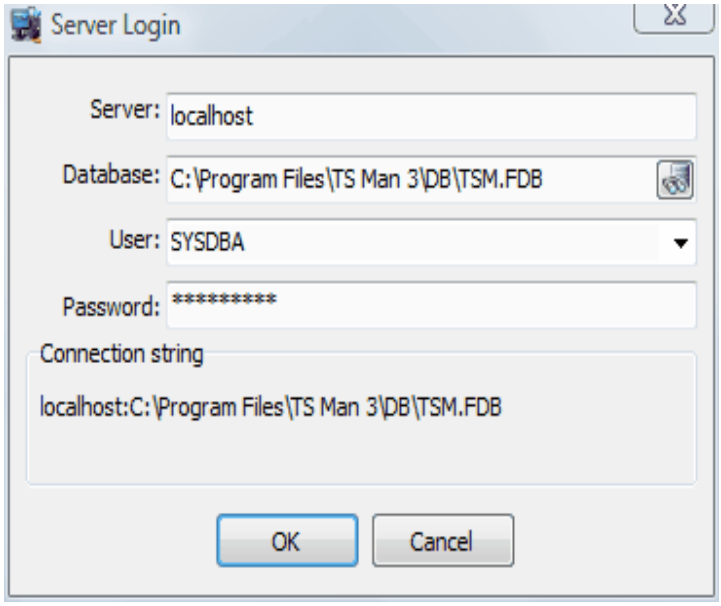
Being a true client-server application, TS Man requires a connection to the database server and the database file itself.
There are few details that you may want to know about the communication between client and server in TS Man:

- Protocol..... TCP
- Port..... 3050
- Firewall access (TSMan.exe)..... required
- Port forwarding..... required for WAN access
- NIC (Network Interface Card)..... required even for local computer connection

3.1 Local (same computer)

Connecting to the server and database on the local computer (if you installed the Server that is) is very straight forward.

When the "Server Login" window appears, enter the following:



The default password for SYSDBA is masterkey
Please note that "SYSDBA" is the database owner, and it cannot be and should not be changed.
You may also for server, enter 127.0.0.1 or the computer name instead of localhost.
Database value (path) is the default path here. But if you installed TS Man in a different folder or drive, then please enter that location.

3.2 Over the LAN

Connecting over the LAN (Local Area Network) checklist:

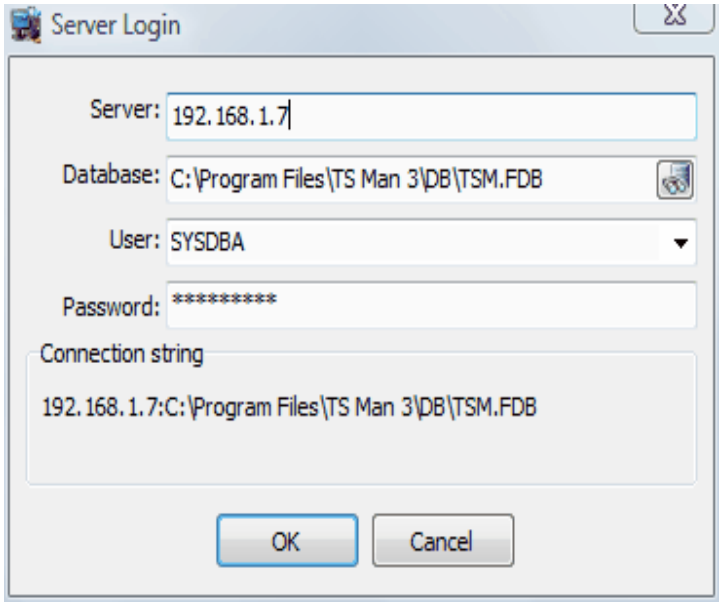
- TS Man and Firebird Server must be installed on the server machine
- Firebird Server service must be running on the server machine
- You have installed and configured your network, at least a peer to peer network is required

For the purpose of this tutorial, the computer where Firebird Server and TSM.FDB reside, will be referred to as "the server".
All the other computers where TS Man Client was installed, will be referred to as "the client".
The client communicates with the server through port 3050 TCP

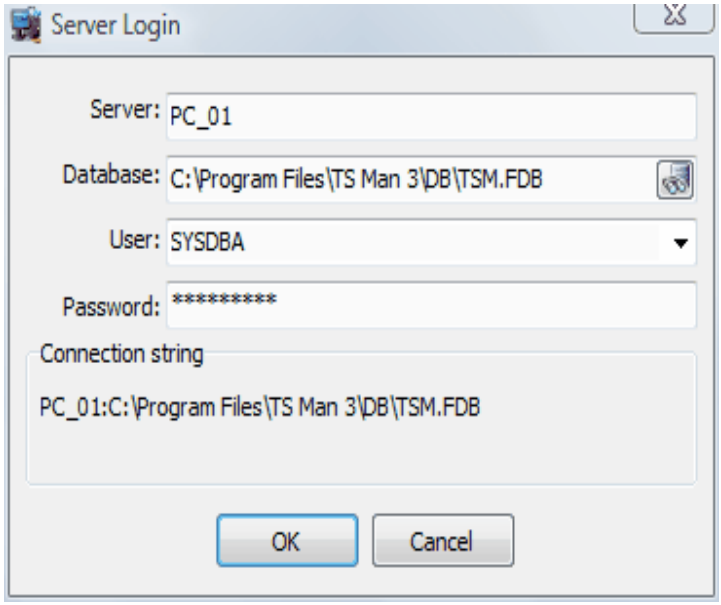
Requirements:
- The server must have a static IP address, not DHCP assigned, and that is because when the IP address lease expires, you will no longer be able to log in until you find out what the new IP address is.
- If you have strict firewall rules in place, open port 3050 TCP and put TSMan.exe on the white list.

Login details:
Let's assume the IP address of the server is 192.168.1.7

On the "Server Login" window enter the following:
Server: 192.168.1.7
Database: C:\Program Files\TS Man 3\DB\TSM.FDB (see NOTE)
User: your user name
Password: your password



You may also use the computer name as "Server"



NOTE:
As you can see from this example, the database path and file name is a local path. When connecting, that path is being passed to the Firebird Server as a string of text (connection string). The Firebird Server takes it as the location and name of the database file it should connect to. Being a local path by definition, it looks into it's own C: drive, finds it and successfully connects to it

.

As a rule of thumb: database path should always be the same as when you use TS Man locally on the server.

3.3 Over the Internet (WAN)

Connecting over the WAN (Wide Area Network or Internet) checklist:

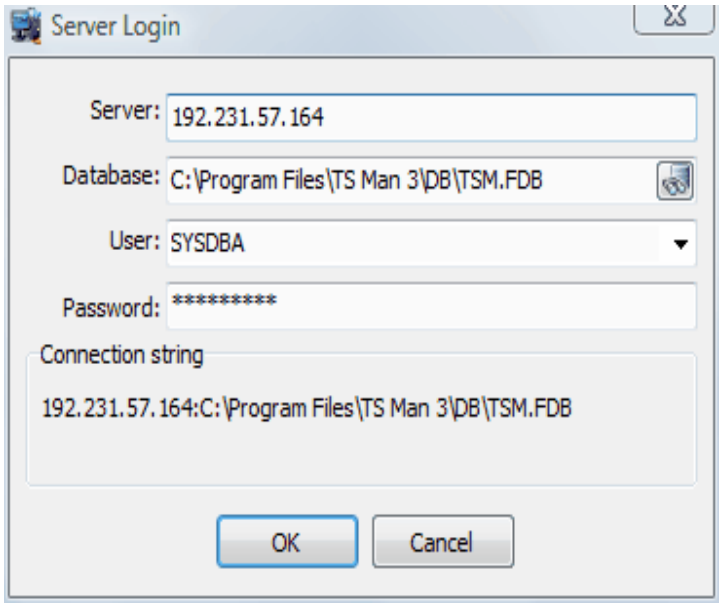
- TS Man and Firebird Server must be installed on the server machine
- Firebird Server service must be running on the server machine
- You have installed and configured your network, at least a peer to peer network is required

For the purpose of this tutorial, the computer where Firebird Server and TSM.FDB reside, will be referred to as "the server".
All the other computers where TS Man Client was installed, will be referred to as "the client".
The client communicates with the server through port 3050 TCP

Requirements:
- The server must have a static IP address, not DHCP assigned, and that is because when the IP address lease expires, you will no longer be able to log in until you find out what the new IP address is.
- You will need a static WAN IP address, assigned by your ISP - a dynamic WAN IP address may still work, but is not guaranteed
- Log on to the router, and create a "**virtual server"**, or as on some routers is called, "**port forwarding"**. That means, forward all incoming requests to port 3050 TCP to go to the IP address of the server. That only needs to be done at the server's physical network.
- If you have strict firewall rules in place, open port 3050 TCP and put TSMan.exe on the white list.

Login details:
Let's assume that the static WAN IP address assigned to you by your ISP is 192.231.57.164

Server: 192.231.57.164
Database: C:\Program Files\TS Man 3\DB\TSM.FDB (see NOTE)
User: your user name
Password: your password
Unlike in the LAN connection, you may not be able to use the computer name as server. That is because you will need a registered domain name, and probably your very own web server.



NOTE:
As you can see from this example, the database path and file name is a local path. When connecting, that path is being passed to the Firebird Server as a string of text (connection string). The Firebird Server takes it as the location and name of the database file it should connect to. Being a local path by definition, it looks into it's own C: drive, finds it and successfully connects to it
.

As a rule of thumb: database path should always be the same as when you use TS Man locally on the server.

4 First time login

This topic needed to be added, and this is mainly due to the database setup wizard, where you will set the required and optional parameters for the proper functioning of the software.
However, the optional parameters can be setup later in the "Company" window.
Also the required parameters can be changed later in the same place.

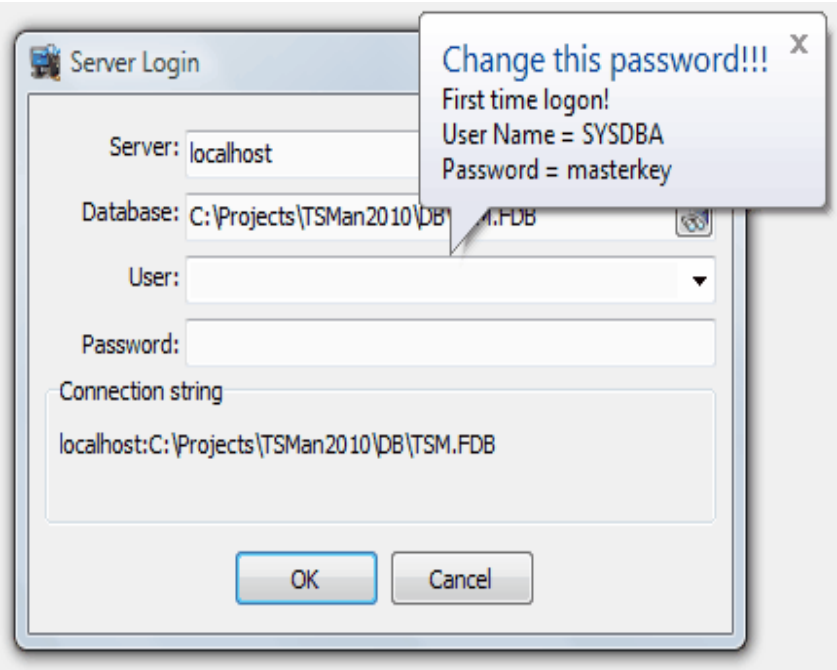
4.1 Login parameters

As TS Man is build to be a client of the Firebird Database Server, there are certain default parameters that need to be mentioned at the first login.

The very first time when you start TS Man, and that happens on every computer, not only on the server, a tip will pop up displaying the default user name and password.
After a successful login, that tip will not show anymore.

Defaults:

- User..... SYSDBA
- Password..... masterkey



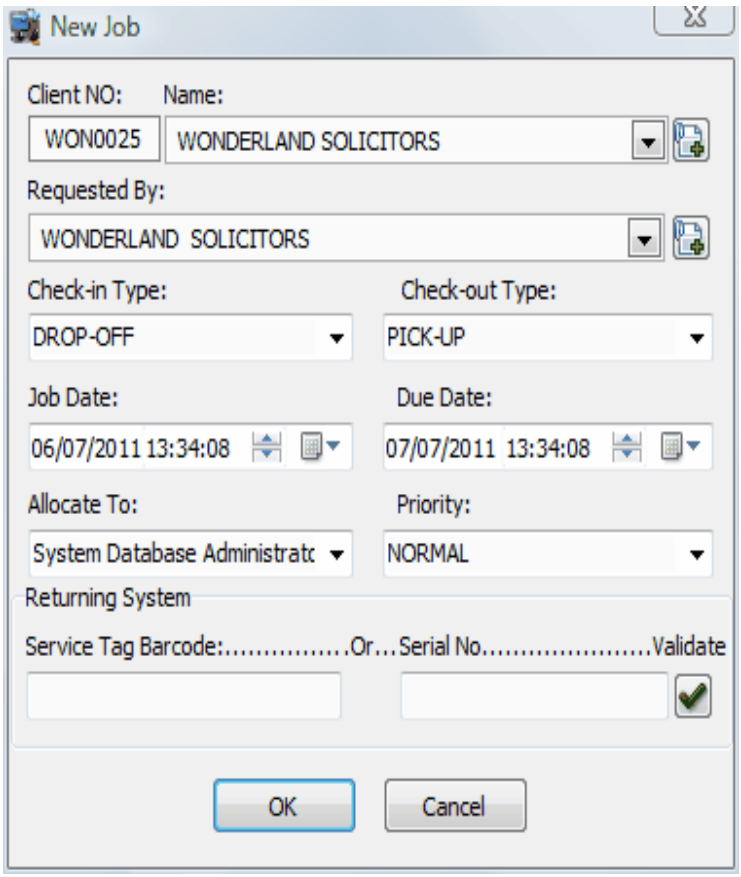
5 How To

This topic will try to explain some of the main processes in TS Man and how can or should be done.

5.1 Start new job

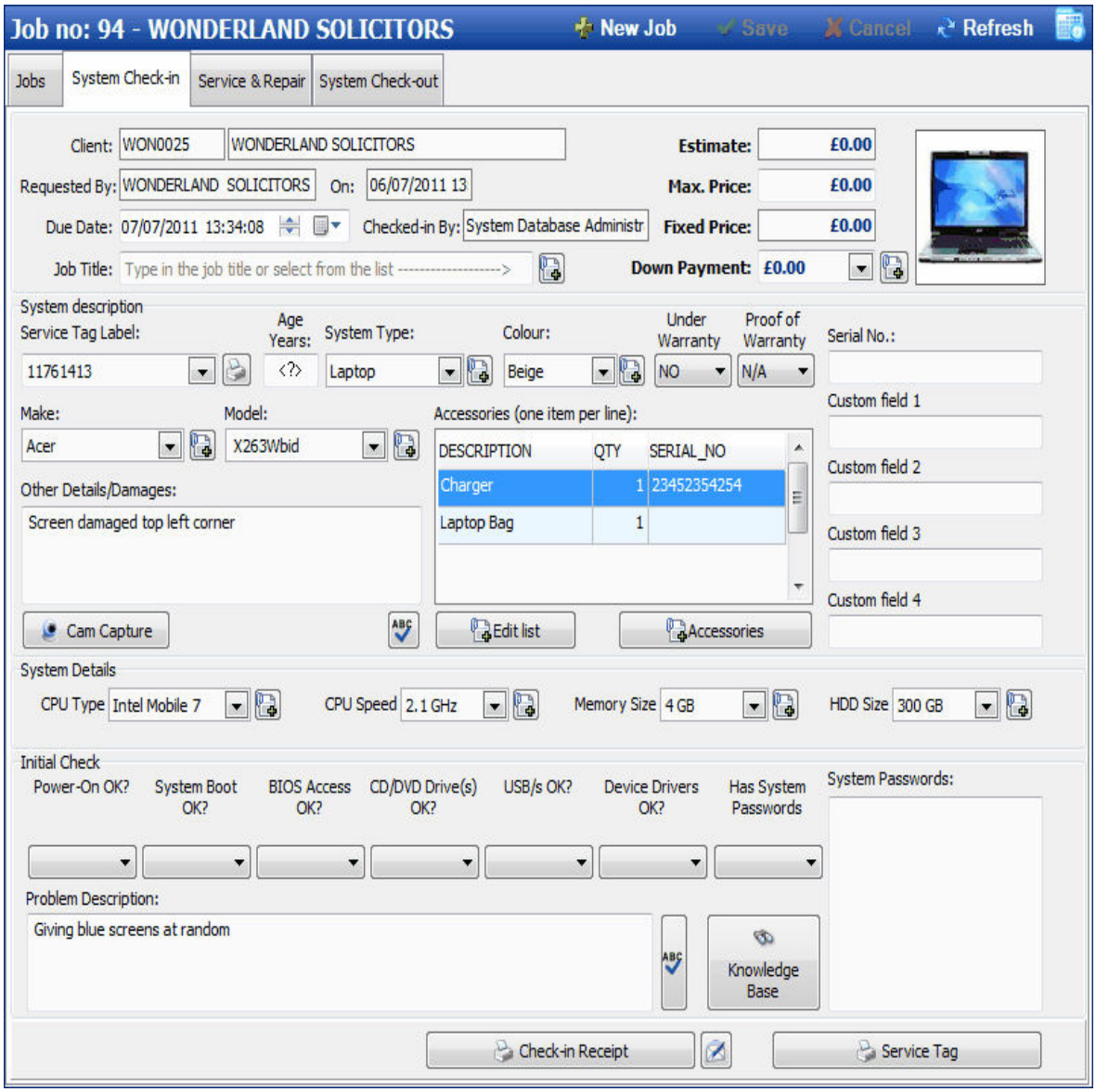
Assuming you started TS Man and logged in to the database, click on the "New Job" button at the top of the page

The "New Job" window will pop up.



Select client from the drop-down list and fill in all the required details.
If this is the first time for that particular system, then leave the "Barcode" and "Serial Number" blank. These two boxes are used for systems that have been there before.
However, if you want to make sure, scan the barcode or enter the serial number and click on the "Check" sign button to find out if that particular system has ever been in your workshop before.

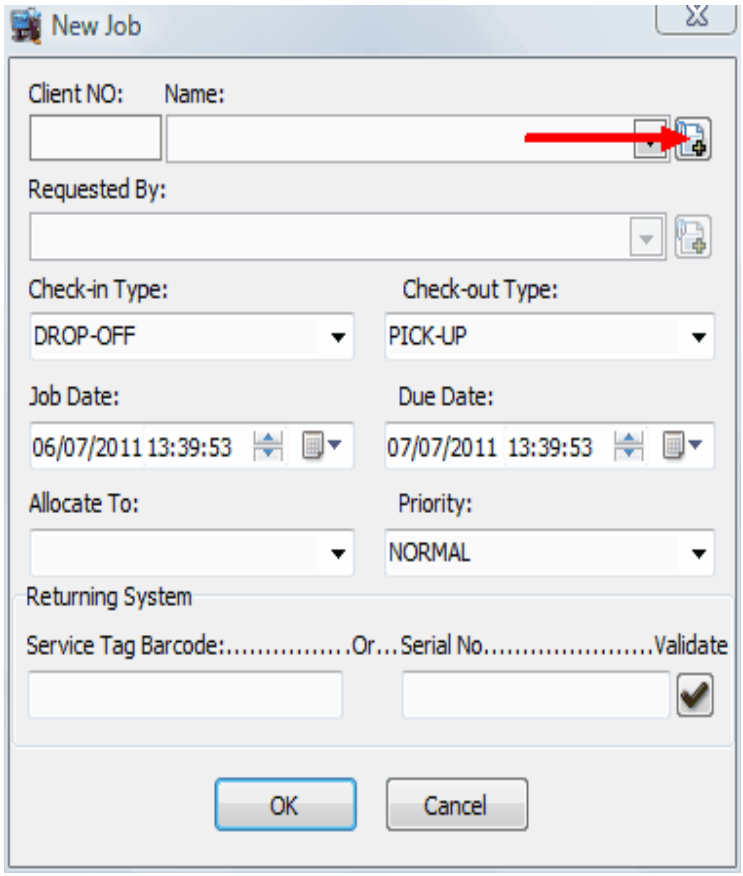
When done, click "OK".
You will be taken to the "System Check-in" page where you have to enter the details for the system and job.



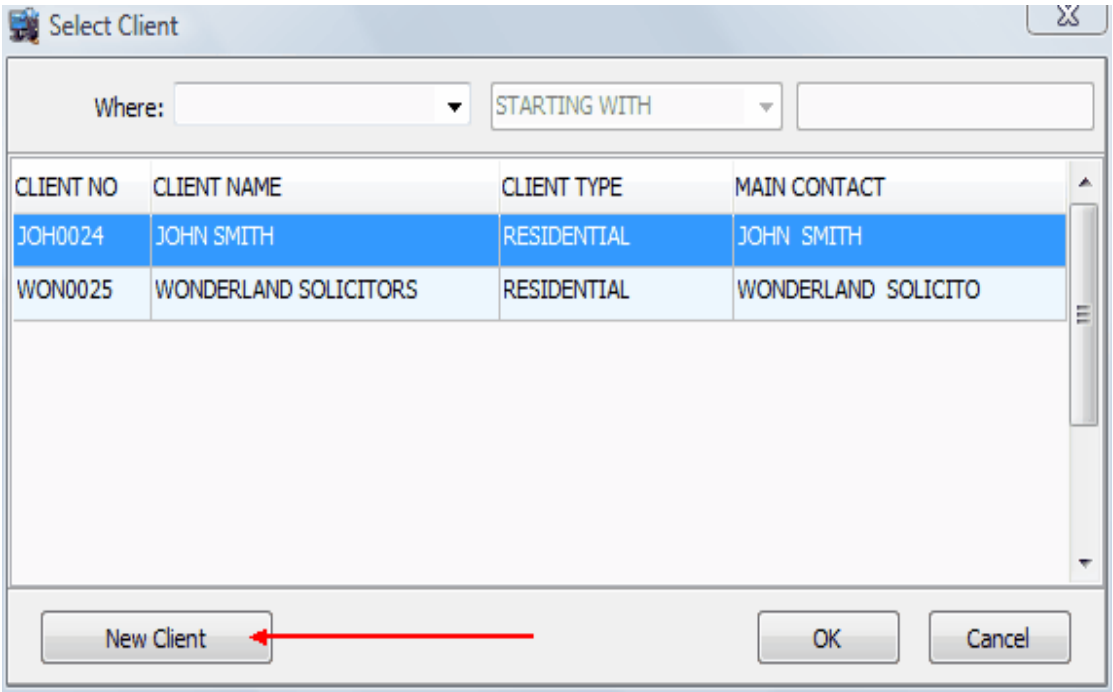
5.1.1 New/Edit client

This topic, will outline the situation where you start a new job for a new client. Before you can go further with the new job details, you must create a record for that client.

If there are no clients in your database, just click on the icon button to add a new client.



The "Select Client Dialog" window will pop up.
Click on the "New Client" button at the bottom left of the window.



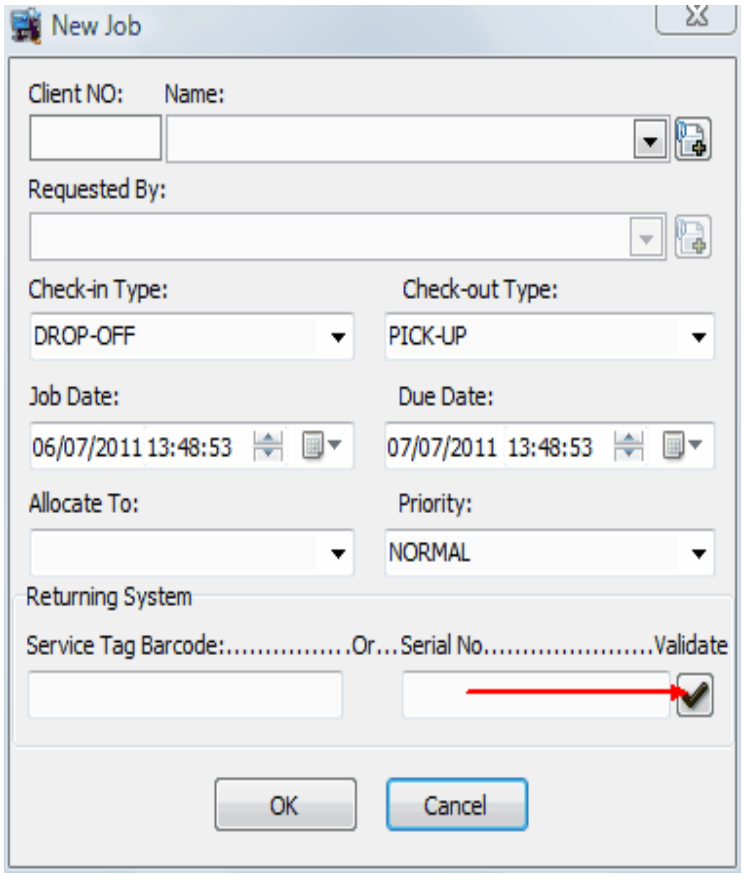
The "New Client" window will pop up.
Enter client details. Click on the "Same" button if the main contact name is the same as the client name.
Click on "Ship To" tab to add extra "Ship To" addresses.
Click on "Contacts" to add extra contact names for this client
Click on "Taxes" to manage tax settings for this client
Click on "Terms" to set the sales terms.

Click on "Systems & Jobs" to manage client's system details.
Click on "Files" to manage files associated with this client.
Click on "Retainer" see the balance of the retainer for this client.

5.1.2 By serial number

Sometimes it happens that the barcode was scratched off, or if printed on poor quality paper, or the computer hardly used, the barcode may become unreadable or it may fall off.

What then? Well, if the last time around you entered the system's serial number as well as the barcode, then you have nothing to worry about. Just type the system's serial number into the "Serial Number" box and click on the "check" button.
It has the same result as you have scanned the barcode.

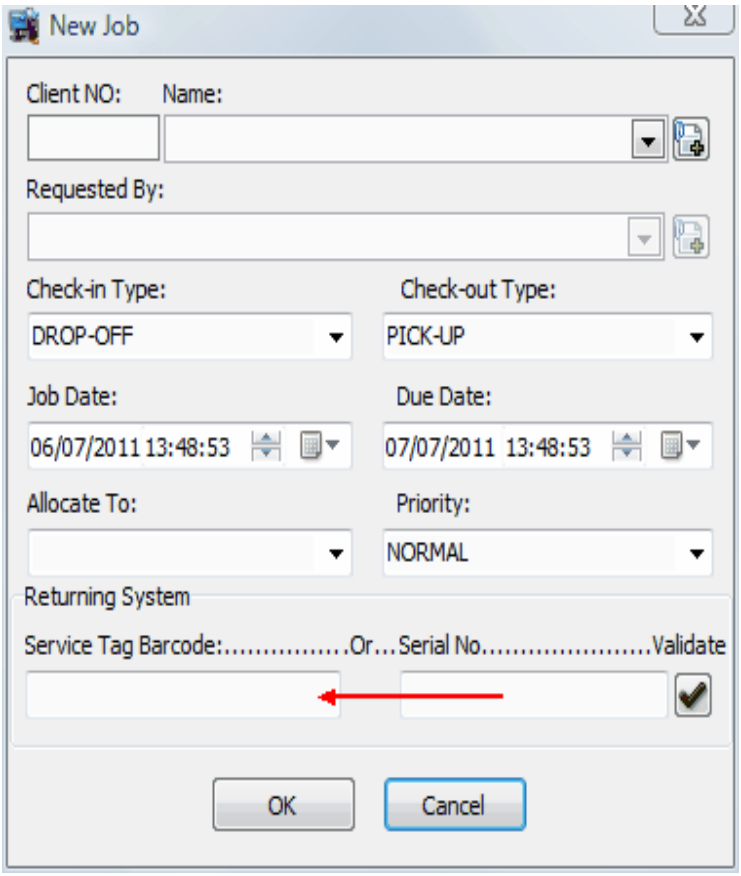


5.1.3 Scan barcode

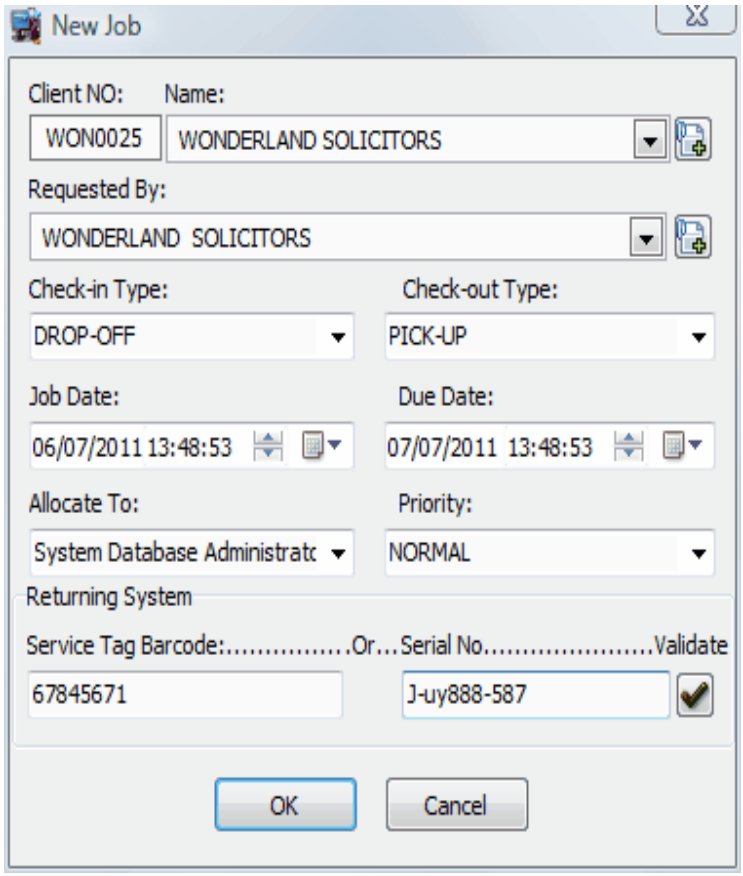
A good way of keeping track of systems that pass through your workshop, is to assign them a unique "SERVICE TAG" in the form of a barcode. Once a new system is checked in, a unique number is generated for that system, and a barcode is being generated for it. All you have to do is print the barcode, stick it on to the system itself, and the next time the system comes into your workshop, just scan it. Client name and all system details will be automatically filled in for the new job.

Scanning the barcode

When a new job is entered, it is strongly recommended you first scan the barcode in, then click on the "Check" button, so all the system details and client name will be automatically filled in.
Place the cursor into the "Barcode" box, then perform the actual scan.



Once the scan is performed the barcode will be automatically "typed" into the box.
Then click on the "check" button to retrieve the system details.
Enter the "Requested By" and "Check-out Type" values.

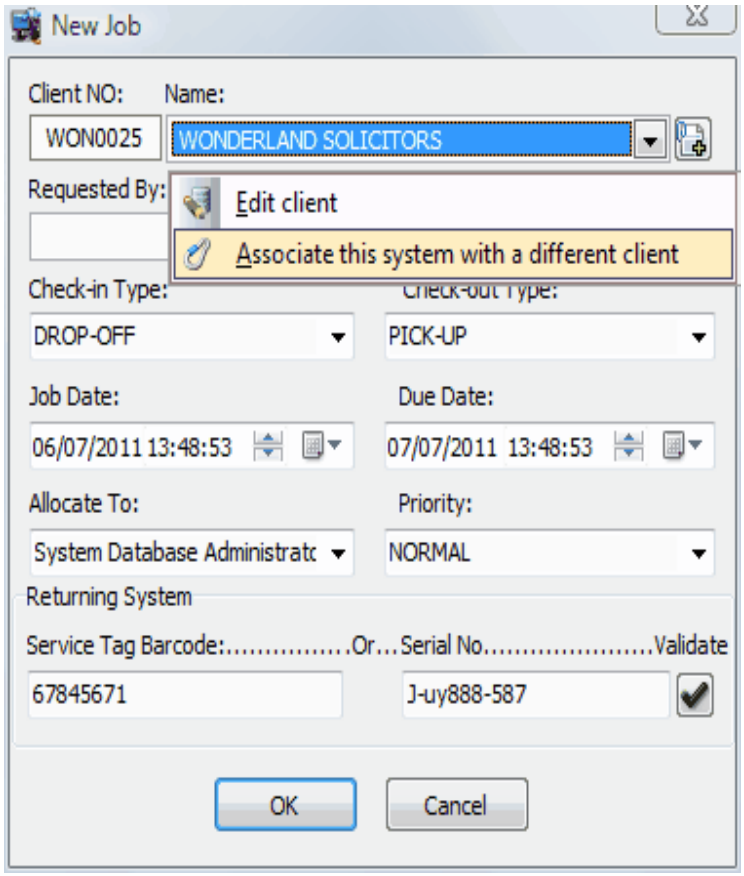


Click "OK" to be taken to the "System Check-in" page where all the system details are already filled in.

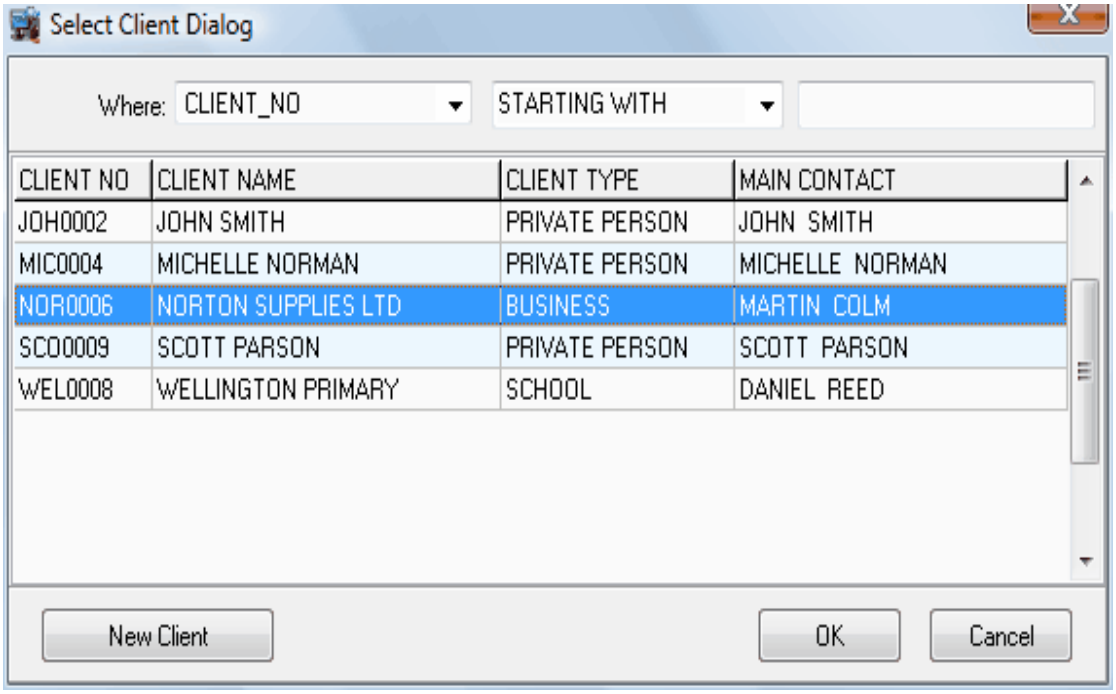
5.1.4 Associate client

Sometimes, the computers change hands (owners), and the same computer may have been in your workshop before but under a different client. Because of this, TS Man provides you with an easy way of associating a particular system with a client. It's "easy as 1-2-3".

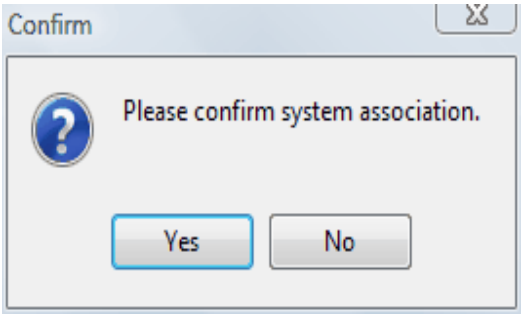
Right-click on the client name and select "Associate this system with a different client"



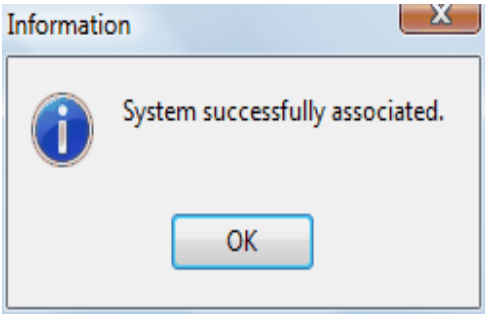
Select the client you want to associate this system to from the "Select Client" window, in this example "NORTON SUPPLIES LTD" and click "OK"



You will be asked for confirmation,



If you click "no", the association process will be canceled.
If you click "Yes", the association will be performed



Click "OK" to that and you will see the new client name on the "New Job" window associated with this system.

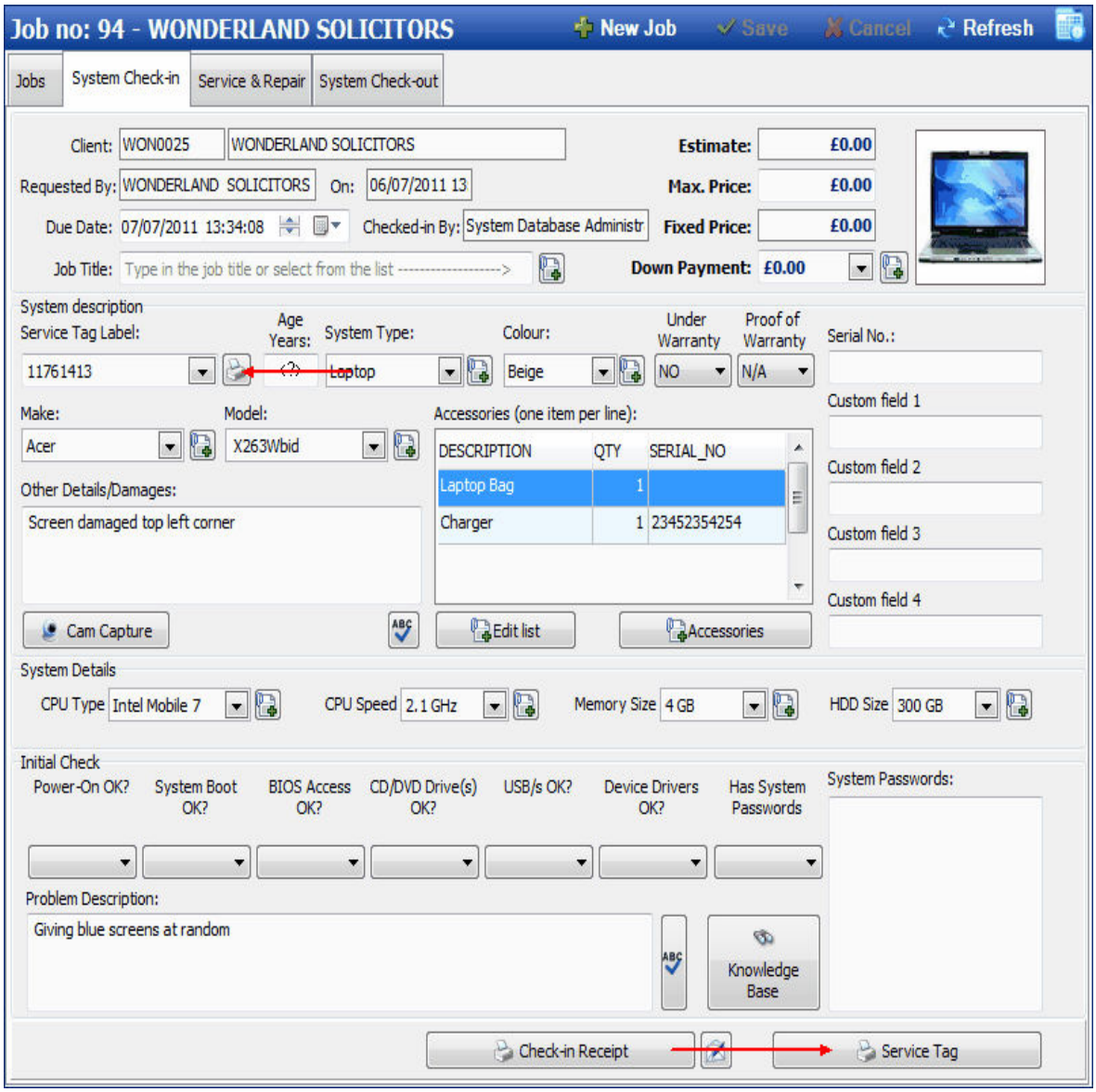
Fill in the "Requested By" and "Check-out Type" values.
Click "OK" to start the new job.
Click "Cancel" not to start the new job.

Important: if you click "Cancel" the association will not be reversed.

5.1.5 Print barcode

OK, so you have barcodes generated for all new systems that come into your workshop. In order to take advantage of this, there is one more step that needs to be completed.

Printing Service Tag (barcode)
Select the job that you need to print the barcode for, then click on the "System Check-in" page.
There you will see two buttons, one called "Service Tag" and the other called "Custom Service Tag".



Click on on of the two buttons shown above to print the barcode. A print options dialog will pop up..

5.1.6 Scanners

TS Man can be used with two types of scanners, USB and Keyboard Wedge, regardless if they are handheld or not.
Scanners that use Serial port or COM port are not compatible with TS Man.
Wireless scanners can also be used

Before you start using the barcode system in TS Man, please make sure your scanner can read the barcode type that TS Man generates for Service Tag.

Scanner settings
- Barcode type = 2 of 5 INTERLEAVED
- Check digits = NO
- Checksum = NO

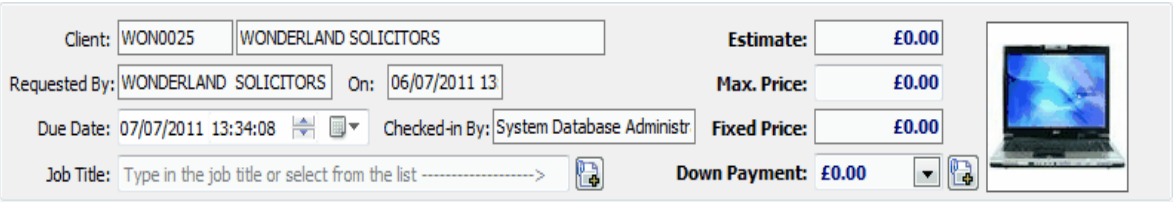
5.2 System Check-in

As with every new job, you are required to fill in an entire range of details about the new job and the system itself.
If the job is performed on a system that was in your workshop before, and of course you have used the barcode (Service Tag) to check for that system, some of the details will automatically be filled in.

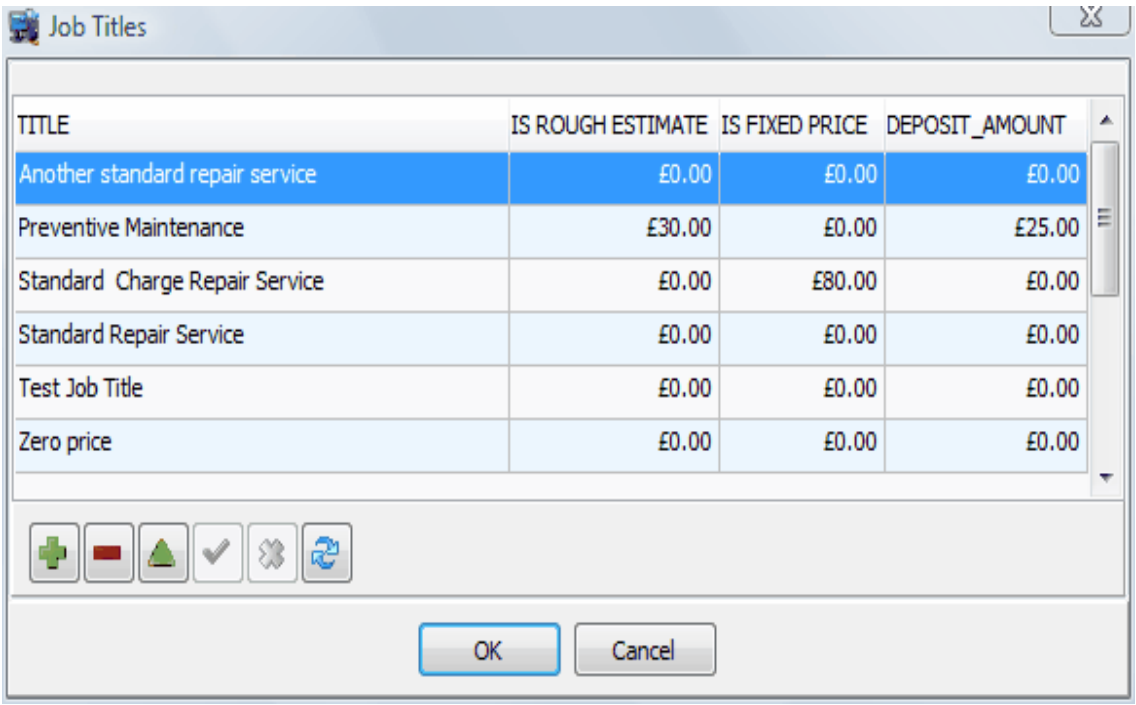
5.2.1 Job Title

The job title is there to help you describe in one line of text what the job is about. That title will show on the invoice as the invoice description. You may edit this description on the invoice itself before actually printing the invoice.

You may enter the job title manually, or you can select one from the list by clicking on the button at the right side of the box.
Alternatively, you may enter a new job title, also by clicking on the button at the right side of the box


Client: WON0025 WONDERLAND SOLICITORS
Estimate: £0.00
Requested By: WONDERLAND SOLICITORS On: 06/07/2011 13
Max. Price: £0.00
Due Date: 07/07/2011 13:34:08 Checked-in By: System Database Administr
Fixed Price: £0.00
Job Title: Type in the job title or select from the list ---------->
Down Payment: £0.00

To enter an already existent job title, click on the button at the right side of the box.
"Job Titles" window will pop up.
Select one from the list and click "OK" .
To add a new job title, click on the plus sign (new record)



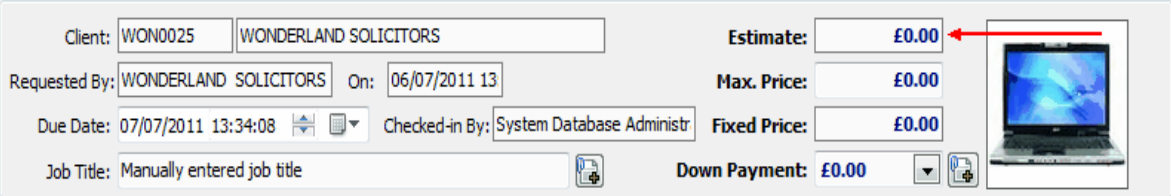
Enter the title, "IS ROUGH ESTIMATE" or "IS FIXED PRICE"
If you want to charge a down payment for this type of job, enter the "DEPOSIT_AMOUNT" value.
and click "OK"

IMPORTANT:
You may not have both prices greater than zero. It's either "IS ROUGH ESTIMATE" or "IS FIXED PRICE".

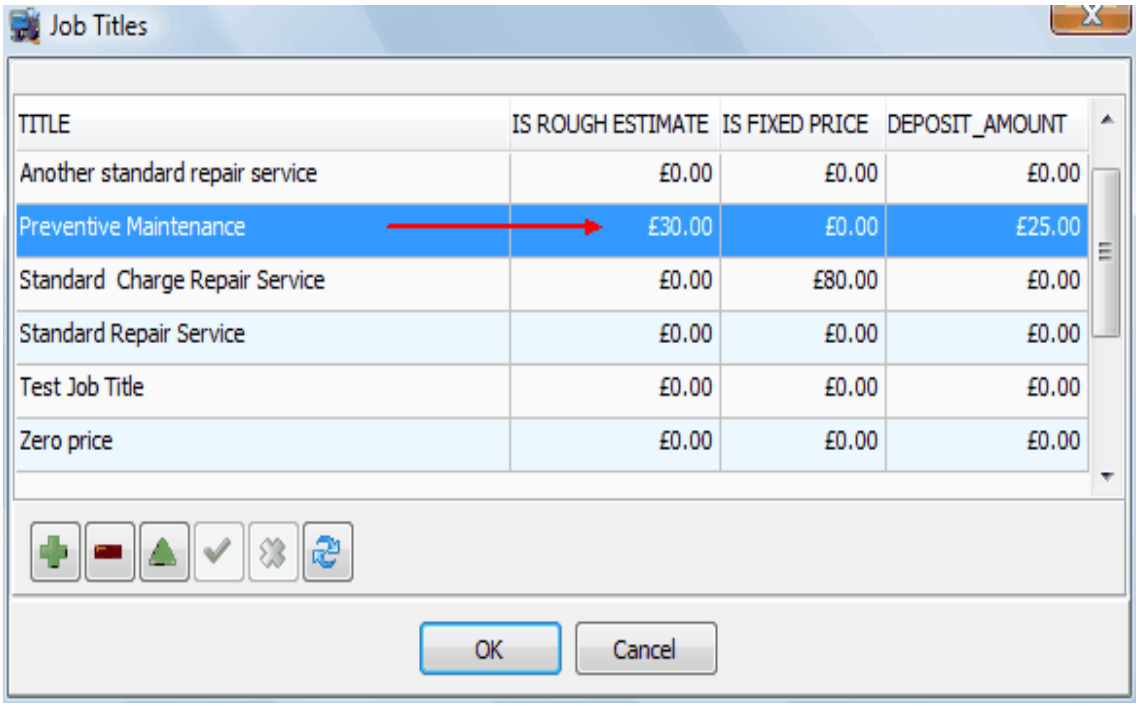
5.2.2 Rough Estimate

The "Rough Estimate" is there for the clients that are asking sort of informatively for the price, but they don't request an accurate estimate. Both "Rough Estimate" and accurate estimate are there as a guidance. You may go over or under the estimated price.

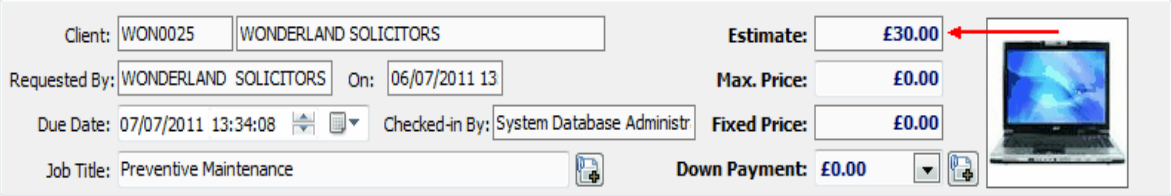
If you enter the job title manually, then the text "N/A" will show, meaning "Not Applicable"


Client: WON0025 WONDERLAND SOLICITORS
Estimate: £0.00
Requested By: WONDERLAND SOLICITORS On: 06/07/2011 13
Max. Price: £0.00
Due Date: 07/07/2011 13:34:08 Checked-in By: System Database Administr
Fixed Price: £0.00
Job Title: Manually entered job title
Down Payment: £0.00

To have a value for "Rough Estimate", you must select a job title from the list, that has "Rough Estimate" value greater than zero.



And only then the "Rough Estimate" value will change.

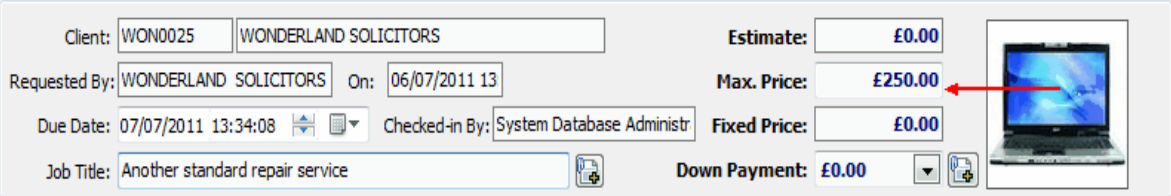

Client: WON0025 WONDERLAND SOLICITORS
Estimate: £30.00
Requested By: WONDERLAND SOLICITORS On: 06/07/2011 13
Max. Price: £0.00
Due Date: 07/07/2011 13:34:08 Checked-in By: System Database Administr
Fixed Price: £0.00
Job Title: Preventive Maintenance
Down Payment: £0.00

5.2.3 Max. Price

Sometimes the client doesn't have time to wait for an accurate estimate, but doesn't want a rough estimate either.
In this cases, you may ask the client what is the maximum price he/she is prepared to pay for the repair.
That's were "Max Price" comes into effect.

Let's suppose that the problem with that PC is the hard drive.
The client wants the hard drive replaced, but he wants it replaced with the same type, model and size, which you don't have in stock.
What can you do?
Well, you can tell the client that you will purchase yourself the required hard drive, but you don't know exactly the price you will be required to pay for it.
What you know, is how much you will charge for the labor.
So, the best approach is to ask the client how much he/she is prepared to pay, to have the hard drive he/she wants.

In this case, you enter the maximum price the client is prepared to pay into the "Max Price" box manually.

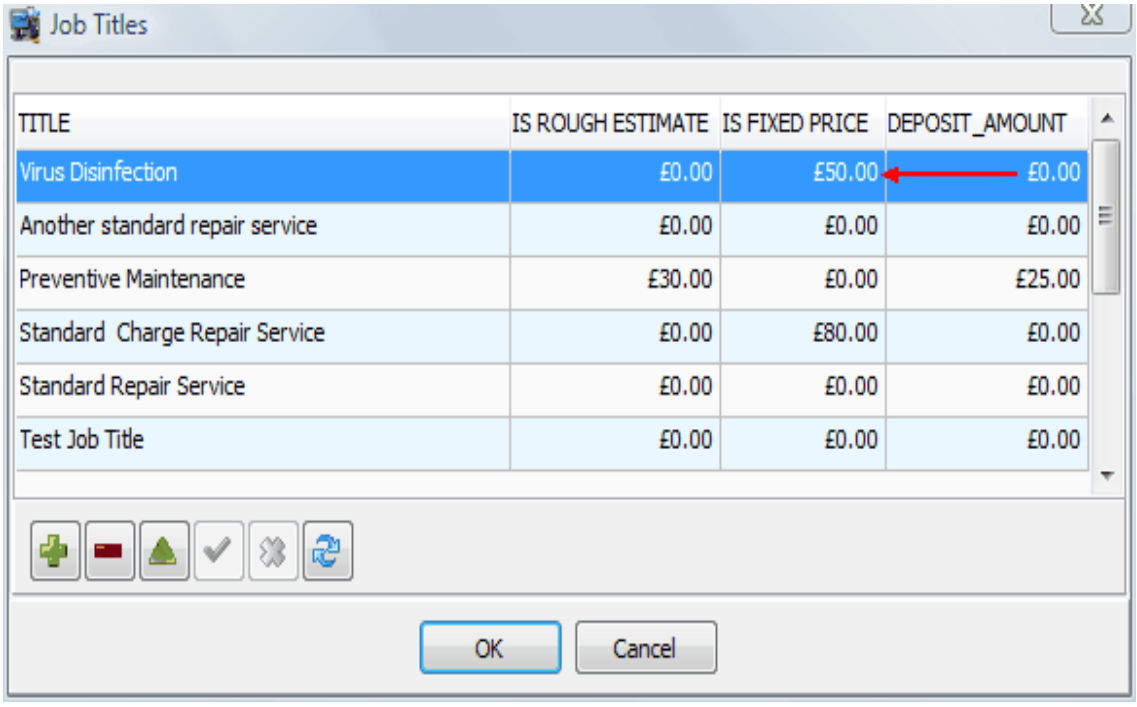

Client: WON0025 WONDERLAND SOLICITORS
Estimate: £0.00
Requested By: WONDERLAND SOLICITORS On: 06/07/2011 13
Max. Price: £250.00
Due Date: 07/07/2011 13:34:08 Checked-in By: System Database Administr
Fixed Price: £0.00
Job Title: Another standard repair service
Down Payment: £0.00

IMPORTANT:
Once you have entered a "Max. Price", TS Man will not allow you to create an invoice that exceeds that price.

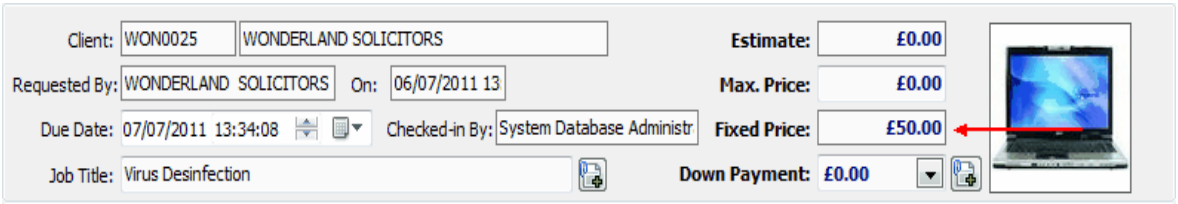
5.2.4 Fixed Price

More often than not. you may have "Set Price" jobs. For example, Virus disinfection. Is more or less the same for all computer systems.

So, in this case, you enter a job title called "Virus Disinfection" and give it a fixed price.



Click on the "OK" button to have the job title and the fixed price updated.

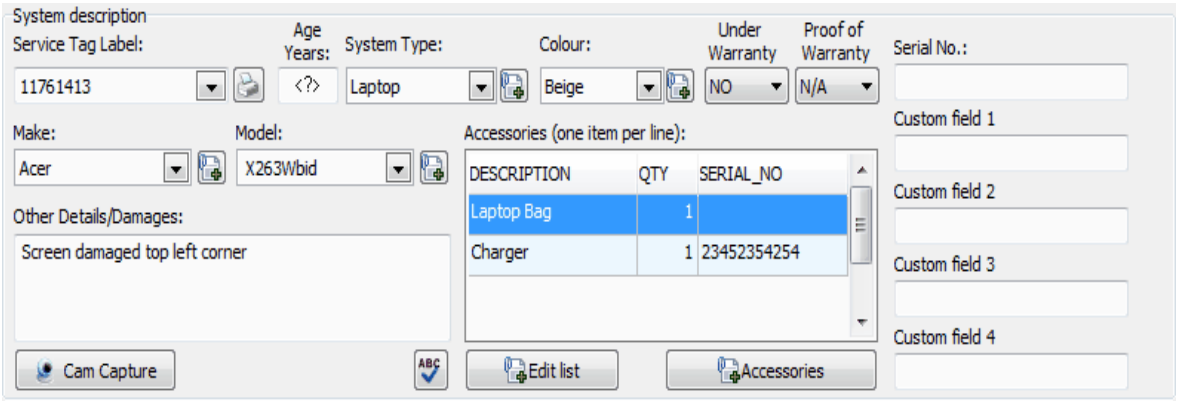

Client: WON0025 WONDERLAND SOLICITORS
Requested By: WONDERLAND SOLICITORS On: 06/07/2011 13
Due Date: 07/07/2011 13:34:08 Checked-in By: System Database Administr
Job Title: Virus Desinfection
Estimate: £0.00
Max. Price: £0.00
Fixed Price: £50.00
Down Payment: £0.00

IMPORTANT:
Same as "Max. Price", with the "Fixed Price", TS Man will not allow you to create invoices if the price is not exactly the same as the "Fixed Price".

5.2.5 System Description

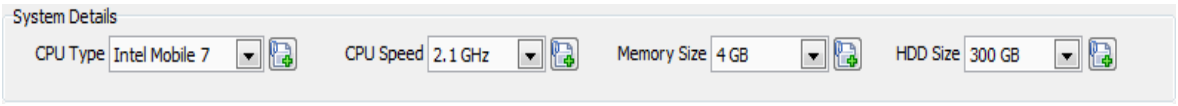
This is where you enter the details characteristic to that very system. It is always recommended that you take the time and enter the serial number. It will save you a lot of time when that system comes back without the System Tag barcode.

This part is no rocket science, the labels and boxes are self explanatory, so just enter the details.
If one or more details are not on the list of drop-down boxes, then click on the buttons at the right side of the boxes to add a new item to the list.



5.2.6 System Details

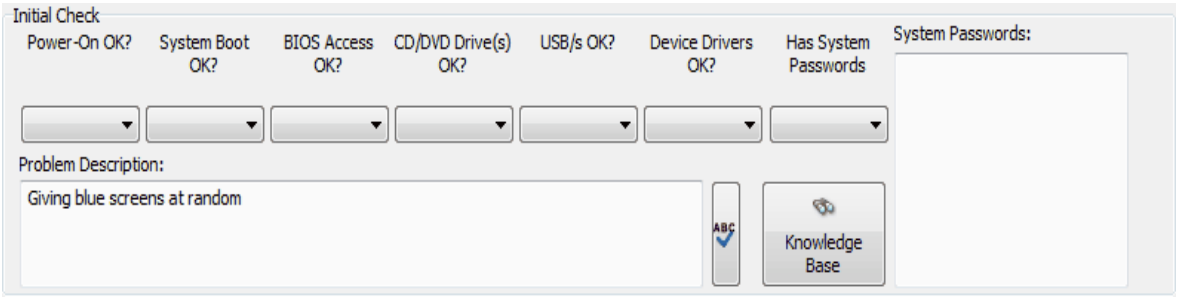
Like the previous topic, this one is quite simple also. Just enter the details by selecting from the list. If it's not on the list, you can add it by clicking on the buttons at the right side of the boxes.



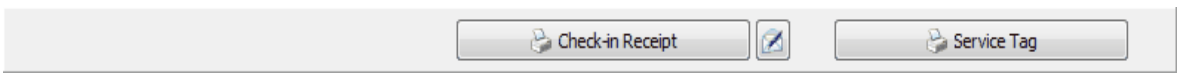
5.2.7 Initial Check

This is the check that is done at the counter, when the system comes in.
It is essential that this initial check is performed, because it will help the engineers in the lab, and will also give the client the chance to see and even ask for parts replacement, etc. It is also an opportunity for cross-selling. Don't miss it.

The data you are required to enter, is also self explanatory. Select appropriate values from the lists, and enter a brief problem description, and system passwords if any.



Finally, print the check-in receipt and service tag, stick the service tag on the system and ask the client to sign the "Check-in Receipt"



IMPORTANT:
Always ask the client to sign the check-in receipt. This will cover you for unfounded claims.

5.3 Service & Repair

This topic will try to explain the service & repair process in TS Man. Although from a logical point of view the concept is not new, the way it is presented in the graphical user interface is unique. Read carefully throughout this chapter, as this chapter refers to the most important part of your business. In fact, this is what is it all about, Service & Repair.

5.3.1 System analysis

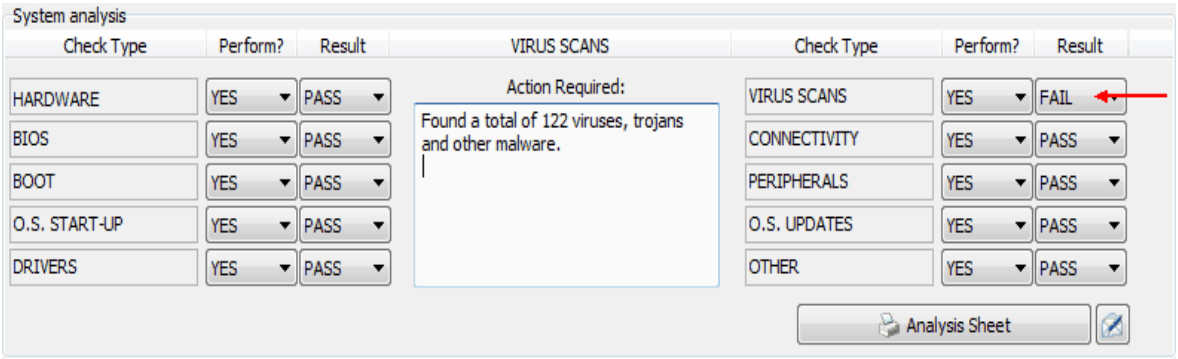
This chapter could also be called "**TEN-STEP CHECK",** because it covers the 10 most important areas that a computer system must be analysed in order to fully reveal any obvious or less obvious problems with that system.

As you can see from the picture below, the ten categories are arranged in two columns of five each, with the "Action Required" box in the middle.
By clicking on any of the categories (the words in capital letters with icons on their left side) you will bring up the selected category "Action Required" notes in the square panel from the middle.

You can:

- specify what tests to be performed by selecting "YES" or "NO" under the "Perform" area.
- enter the appropriate result of the test under the "Status" area
- if the result is "FAIL" , then you can type the text in the "Action Required" box

The picture below portrays a system that has failed the security test (virus and spyware)



So, you have ran the virus check, cleaned the system, and recommend an antivirus software be installed to prevent future infections.
You may also print or email an "Analysis Report" to the client by clicking on the "Analysis Sheet" button.

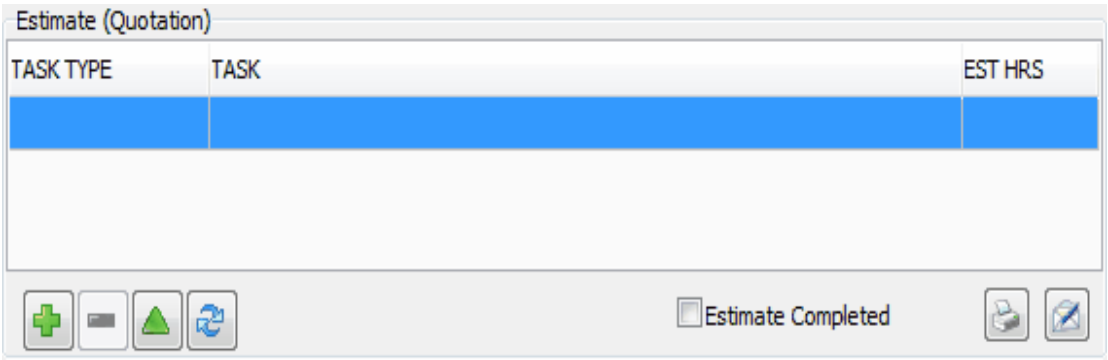
The next step is to create an estimate where you will enter the antivirus software, any labor that should be paid for, like the time it took you to find and remove the 10 viruses, the time that will take you to install and configure the new antivirus, etc.
That estimate will then be passed on to the client, and if agreed, then you may proceed to the actual task of installing and configuring the new antivirus software, after which your job is done, and all is left to be done is:

- set the job as complete
- invoice the client
- receive the payment
- close the job

5.3.2 Estimates (Quotations)

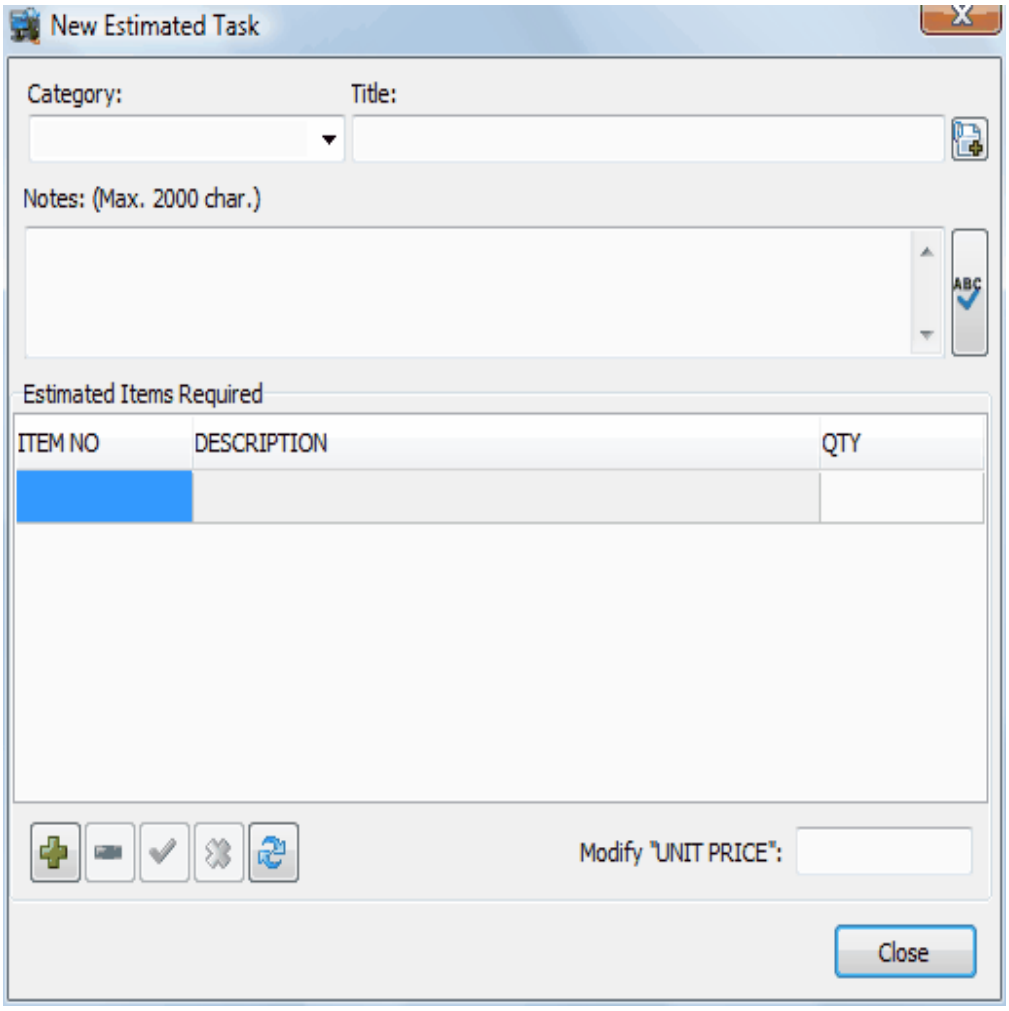
Sometimes, the client asks for an estimate. He/she will not be happy with a rough estimate, but an accurate estimate of the cost.

Once the system analysis is complete, if required you may create an accurate estimate for the job. Click on the button with plus sign to start a new Estimated Task.

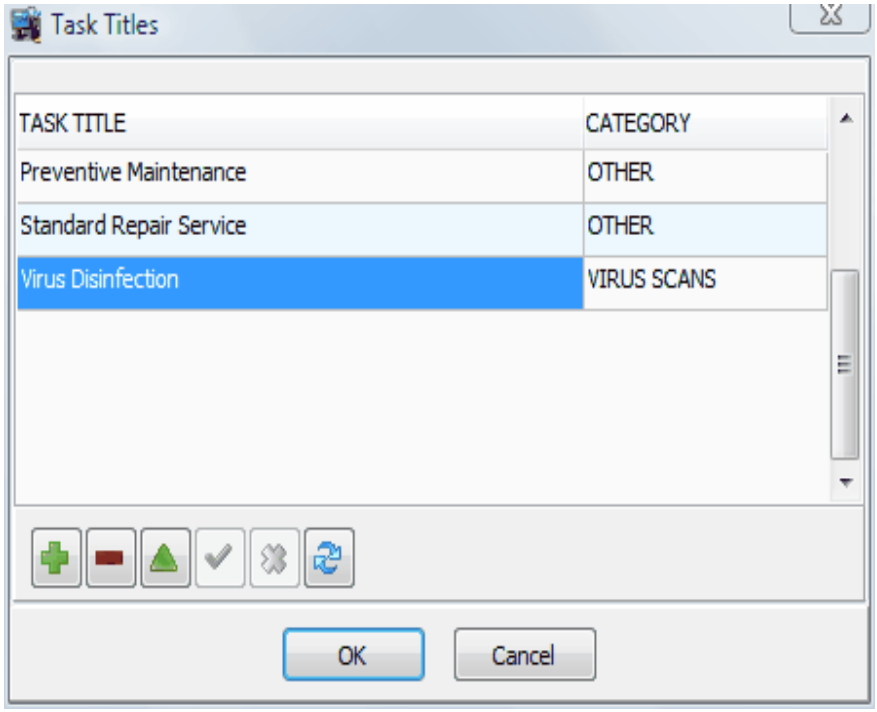


The "New Estimated Task" window will pop up, where you will enter the following:

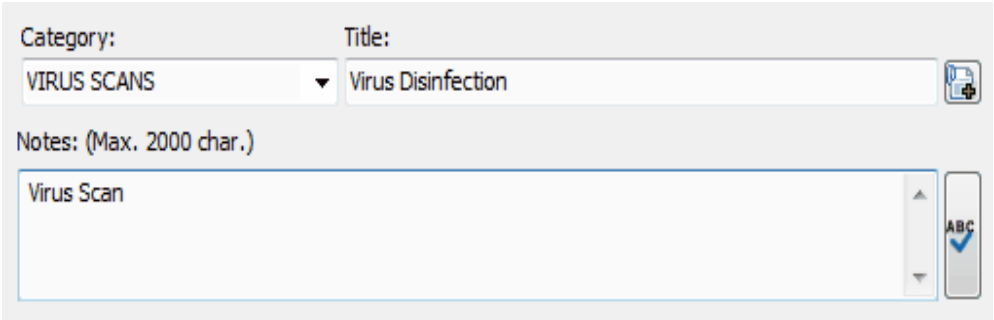
- Estimated Task Title
- Estimated Task Category
- Notes
- Estimated Items Required



Title can be entered manually or selected from the list.
To select a task title from the list click on the button at the right side of the box.
To enter a new task title, also click on the button at the right side of the box.
The "Task Titles" window will pop up.

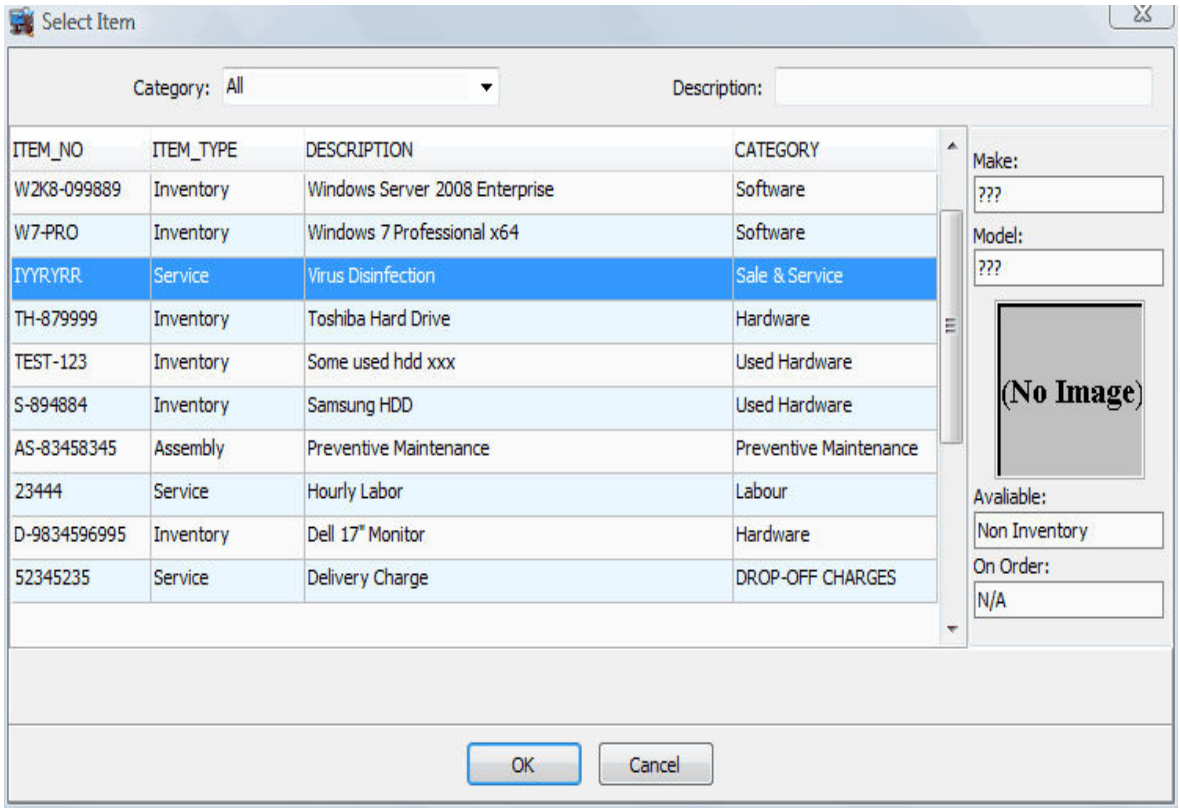


When finished, click the "OK" button.
The task title and category will be automatically filled in on the estimated task window.

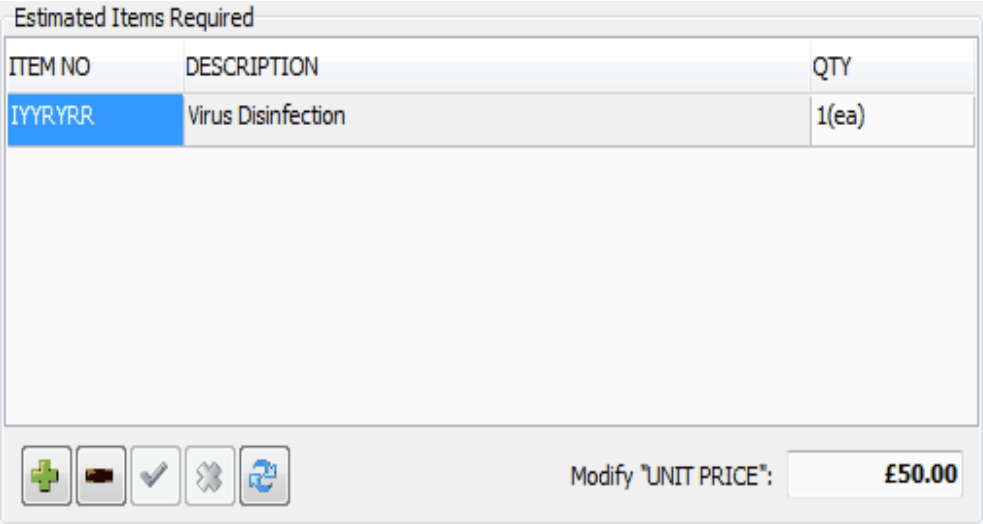


Enter any notes you may find necessary in the notes box (maximum 400 characters)
Once this is done, you can start entering new items.
Like with all grids in TS Man, to enter a new record, you click on the button with "plus" sign in the record navigator.

A new window will pop up, where you can select from the existing items.
In this case we selected Virus disinfection
Click "OK" to proceed.



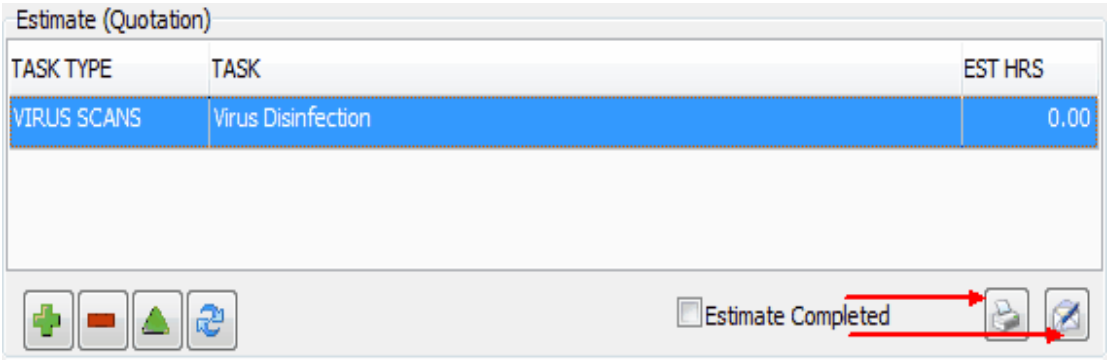
As you can see, the item was added to the estimate.



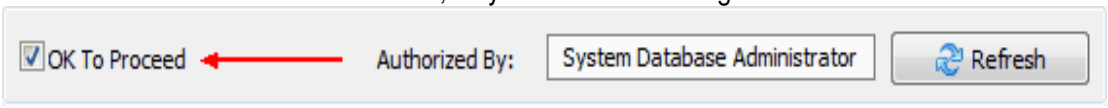
To add another item repeat the operation

Click "OK" to close the "New Task" window and return to the "Service & Repair" screen.

The estimate is ready to be printed, emailed, etc.
To email the estimate, click on the mail icon
To print the estimate, click on the printer icon



Once the estimate is approved by the client, click on "OK To Proceed".
This will lock the estimate (no more edits allowed) and will unlock the "Tasks", and automatically add all the estimated tasks to the actual tasks, so you can start working on it.



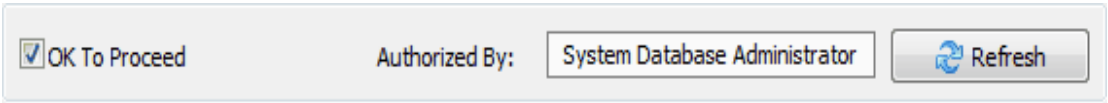
That's it. You have successfully created an estimate.
To revert the "OK To Proceed" action and unlock the estimate for editing, click again on "OK To Proceed" icon.

5.3.3 Repair tasks

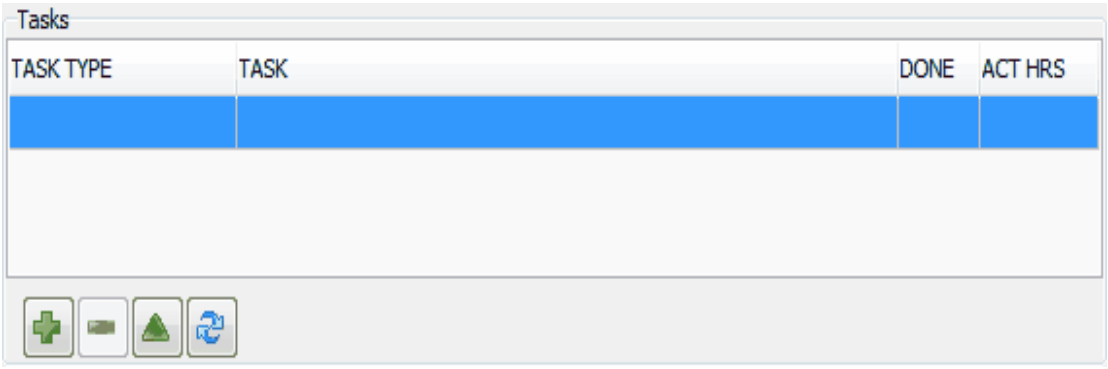
Whether you have created an estimate or not, you will need to have the repair tasks finished before you can set the job status to "COMPLETED".
However you may finish a job without any tasks, but in this case the invoice total will be zero.

It has to be mentioned here, that jobs which have estimates, automatically have the tasks created.
In these cases, you only need to set the "Items Used"/"STATUS" to the appropriate value ("DONE" or "USED")

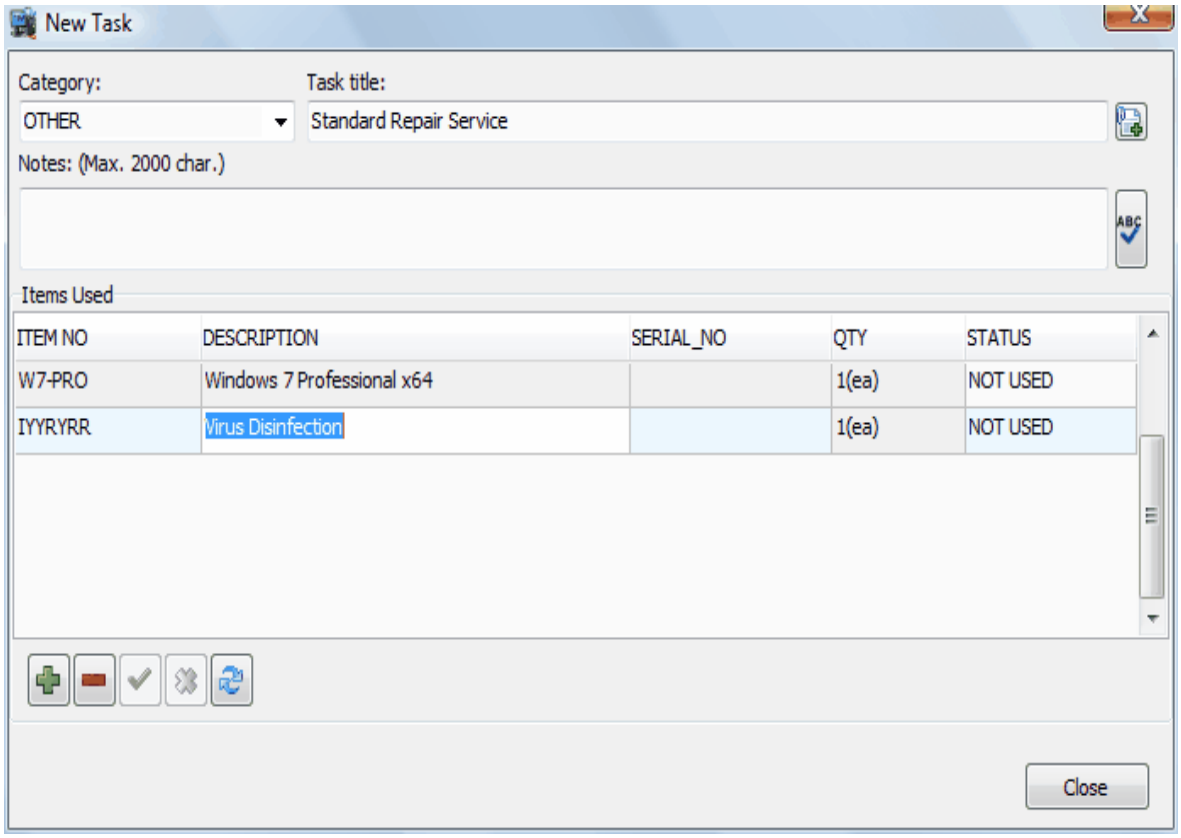
Here we will start from scratch, using a job that has no estimate.
Click on the "OK To Proceed" icon to unlock the "Tasks" controls and set the "Approved By" value to the current user.



Once that's done, you can start by creating a new task.
To do that, click on the plus sign button at the bottom of the "Tasks" grid.

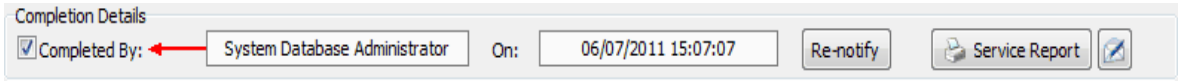


The "New Task" window will pop up.
The process of entering task title, and items from the stock list is the same as described in "Estimates (Quotations)" chapter.
The difference here is that you have to set the "STATUS" of each item manually when is done.

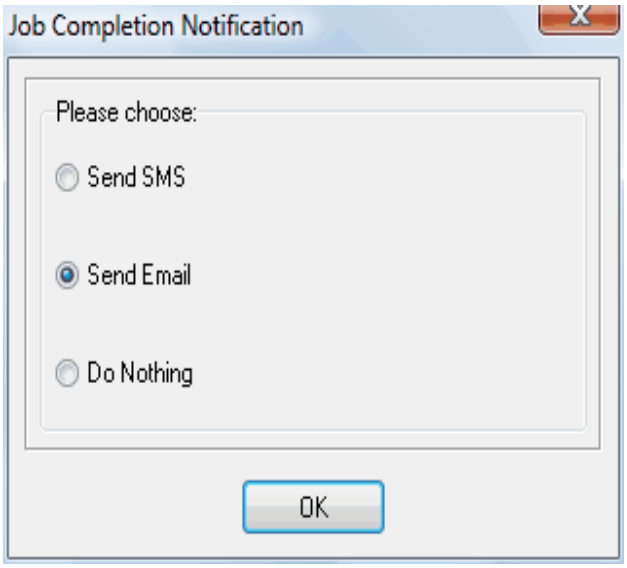


Click "OK" button to return to the "Task" window, featured here underneath.

Once this is done, you may click on "Completed By" icon to set the status of the job as "COMPLETED" .



The current user name will be filled in automatically. Based on your settings, an email or SMS will be sent to the client.
Following is a popup dialog based on the fact that the current settings are "Let me choose"



Click "OK" button to close this dialog and perform the action selected.
Now the job is ready for invoicing.

5.4 System check-out

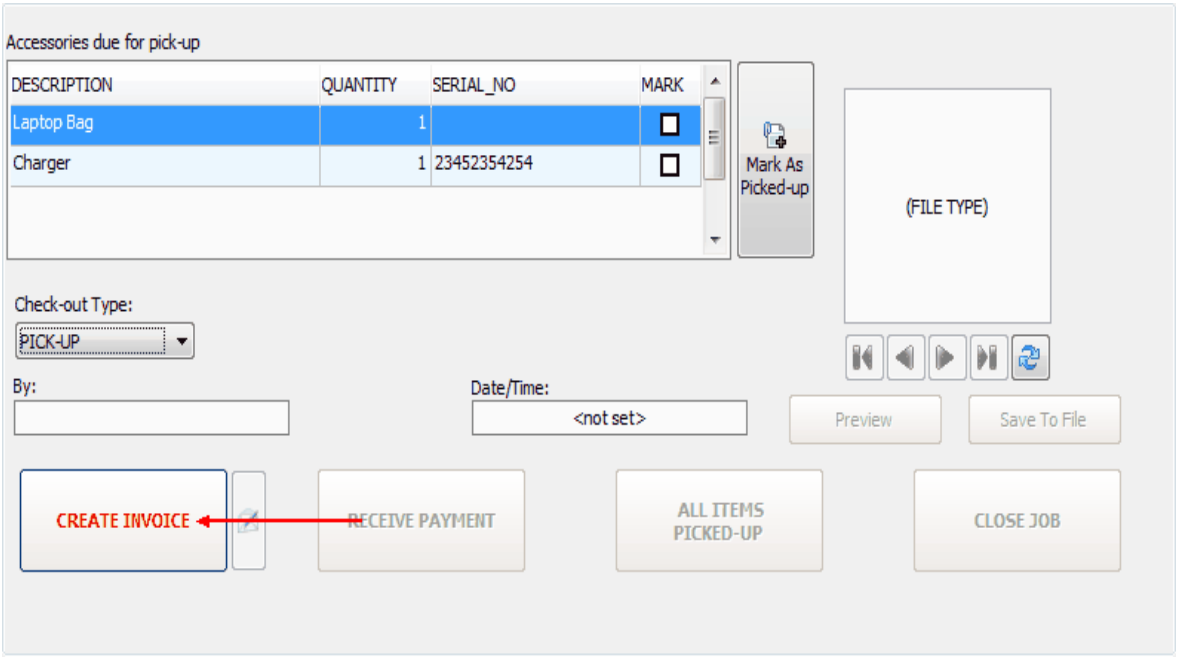
On the "Check-out" page you can:

- create and print invoice for the current job
- receive payment and print payment receipt
- set which items were collected
- close the job
- print collection/delivery receipt
- print barcode
- search jobs

5.4.1 Create Invoice

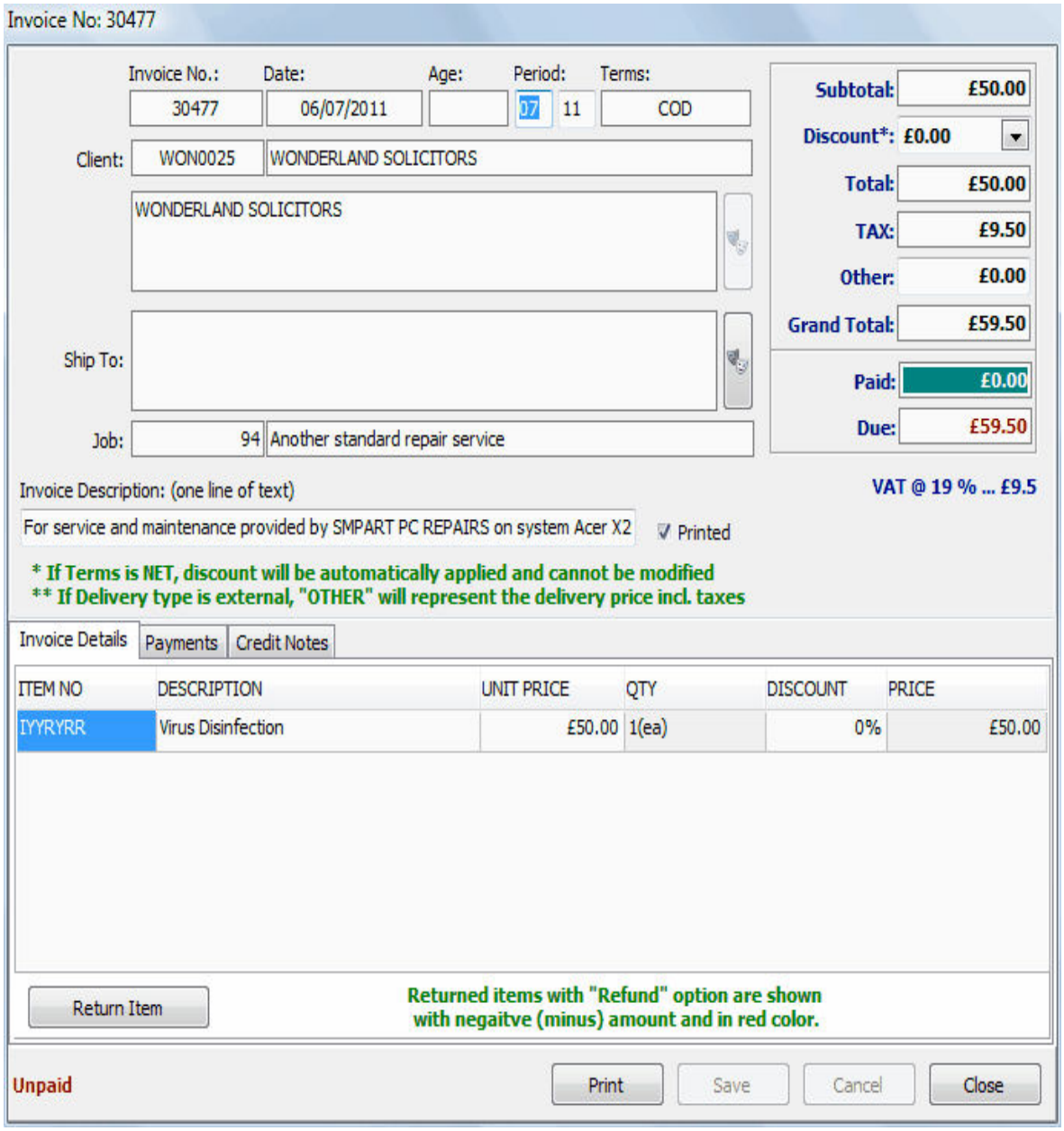
Invoices in TS Man are created based on the tasks and the "Items Used" you have entered for every task. If a job has not tasks, you will still need to create the empty invoice in order to close the job. It is important to mention here that invoices can be created one by one, for the selected jobs. No batch invoicing available as yet in TS Man.

Click on "System Check-Out" tab to move to the check-out page.
Click on the "CREATE INVOICE" button to create the invoice for that job. If the "CREATE INVOICE" button is grayed out, that means the job has not been completed yet.



The invoice will automatically be created and displayed in edit mode.

If for example the client is in front of you, you may enter a payment at this time by clicking on the payment button.



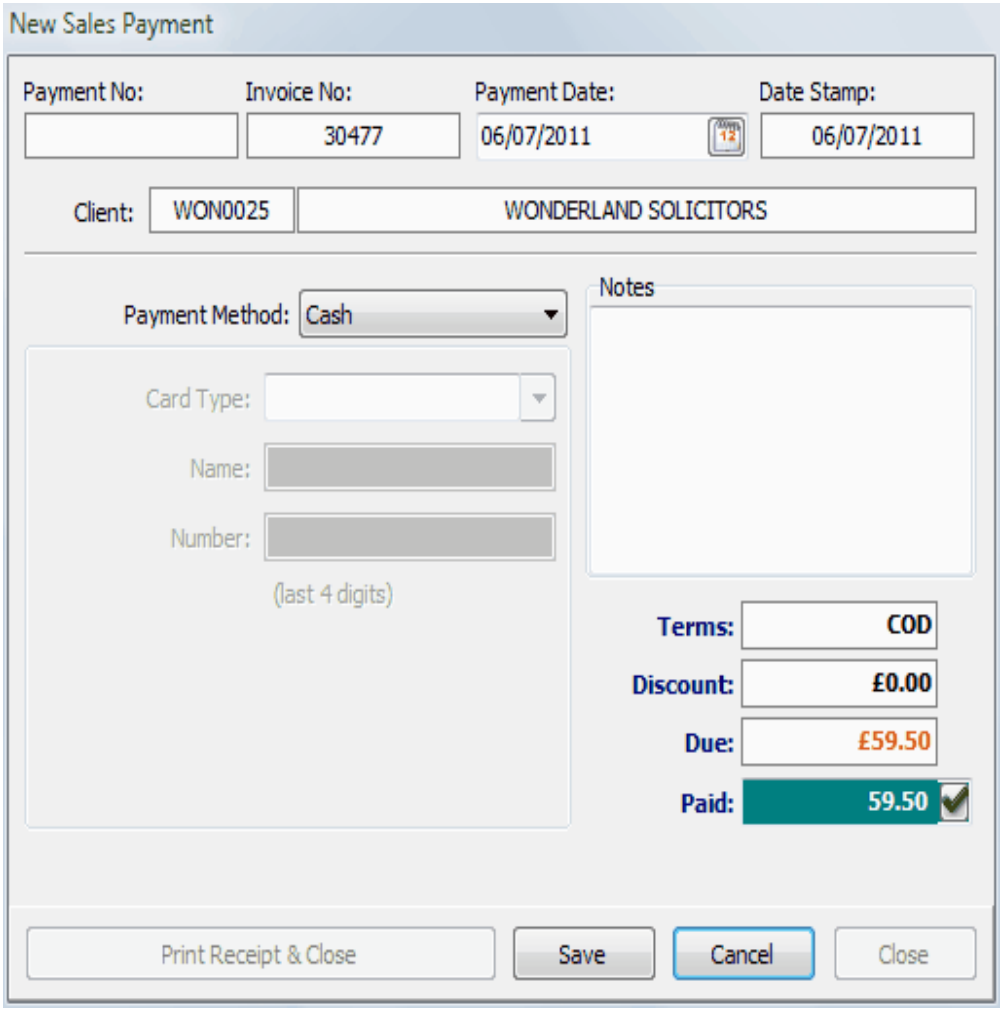
You may save the invoice as it is and edit it later.

5.4.2 Receive Payment

Every invoice can have more than one payment. However, once the full amount has been paid, no more payments can be entered. Payments can be received only for jobs that have been invoiced and invoices are not paid in full. If the "PAYMENT" button is disabled, it means that either the job has not been invoiced yet, or the invoice has been paid in full.

There are two ways of receiving a payment:
1. Click on the "PAYMENT" button within the "System Check-Out" page
2. Click on the "Receive Payment" button from within the "Invoice Window" itself.

The payment window will pop up.
Enter the amount paid and click on "Save" button.



Payment methods:

- Cash
- Credit Card *
- Debit Card *
- Cheque

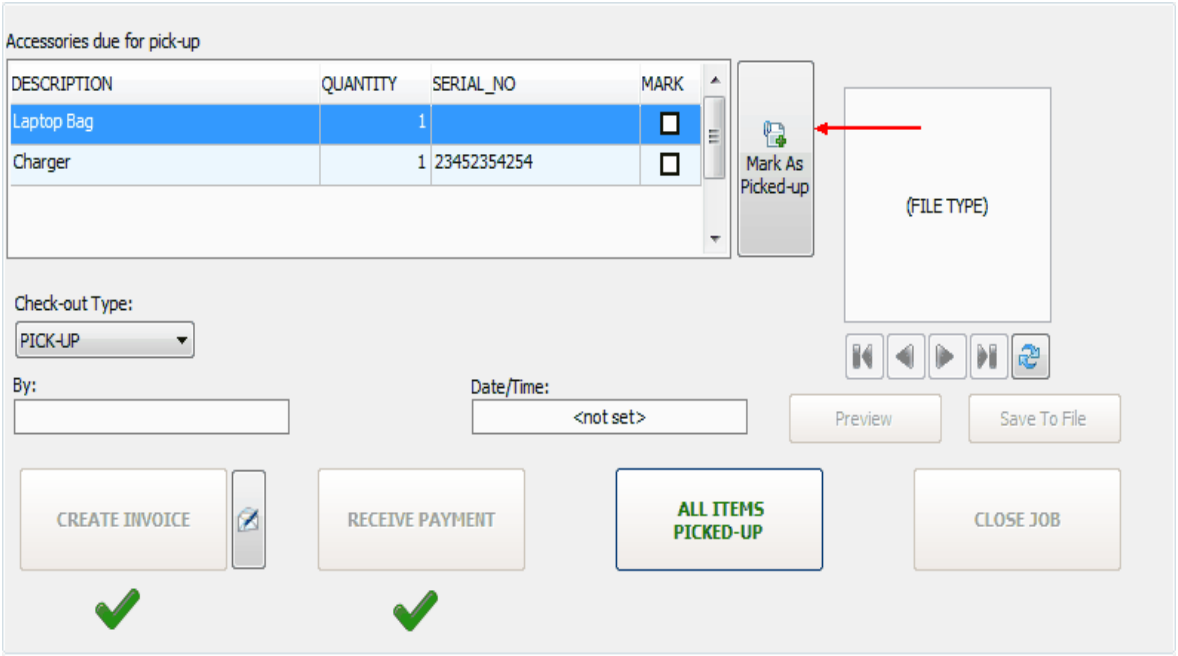
* The credit and debit card payment methods are there as a means of record keeping. No online payment processing takes place in TS Man. You will need to have your own solution for online payment.

5.4.3 All Items Collected

As you probably remember from the System Check-in, there was a place where you could enter extra items left by the customer together with the system. This items are usually power cables and adaptors, laptop carry bags, etc. In this chapter we will see how to make sure that everything it was left in your workshop will be collected.

After you have received the payment, the system is ready for collection by the client, or for delivery to the client.
That depends on the "Check-out Type" of the job. That value it was entered when the job was created, and can be modified from within the invoice window.

If the client has left other items with the system, like power adaptor, laptop bag, etc, they will show up above the "Check-out Type". To mark those items as collected, click on the button next to the list.



In case of a "Delivery" type of check-out, you can set the delivery type itself.
There are two types of delivery that can be set from within the invoice:

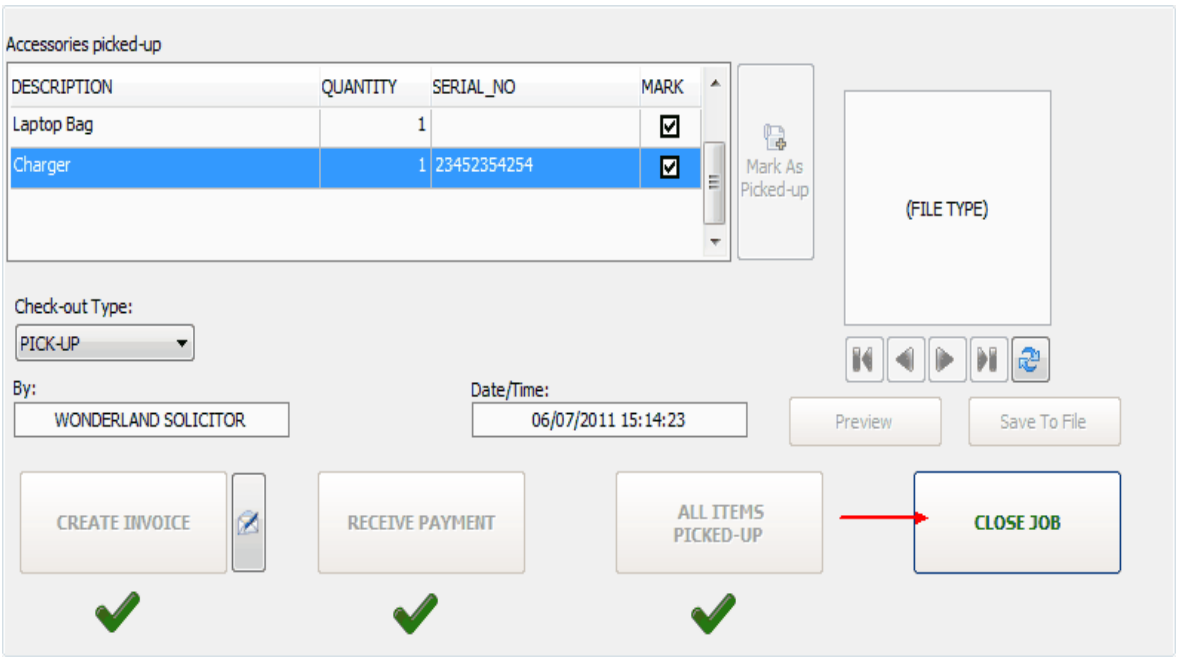
- IN HOUSE
- EXTERNAL

The in house delivery means that the system is being delivered to the customer by someone in your company, like a special delivery boy or a field engineer.

The external delivery means that the system is being delivered by a shipping company like DHL, etc.

5.4.4 Close job

Closing a job is simple. Just click on the "CLOSE JOB" button.



The reason for this button is that the status of the job will be set to "CLOSED" and it will be included in certain reports.

5.5 Handle look-up parameters

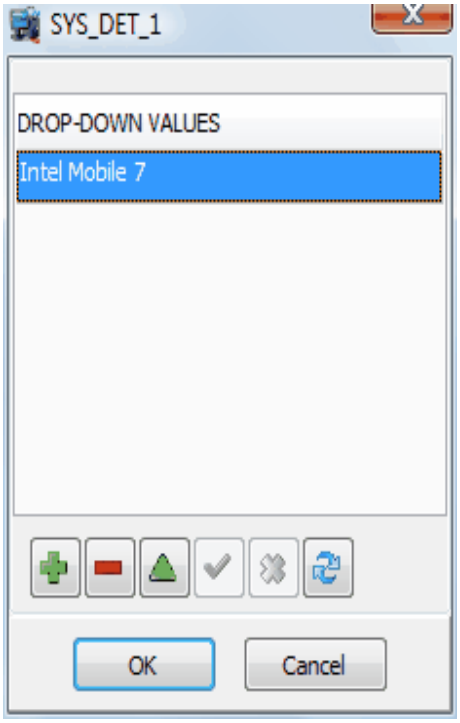
Due to the nature of the business (computer repairs), there was necessary to implement look-up parameters that can be added, edited or deleted at any time.

5.5.1 Look-up tables

This are the database tables that contain records like "System Types", "Colors", "CPU Types", etc.

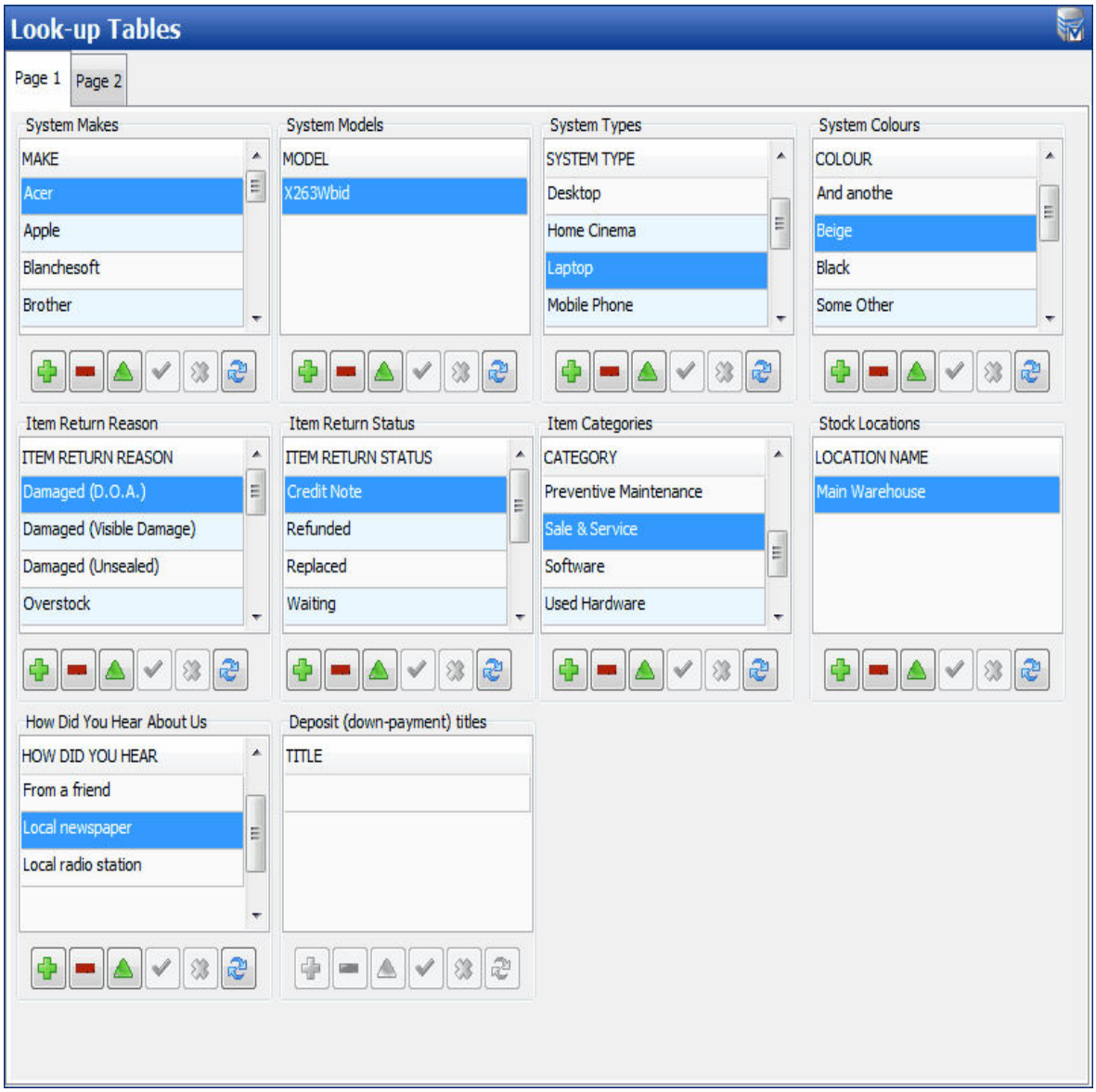
The records in the look-up tables can be entered/modified/deleted in two ways:
1. Wherever you see a square button at the right side of a box, that means you can add/edit/delete the values on that list.

By clicking on that button, you will bring up a new dialog where you can handle the records on the list.

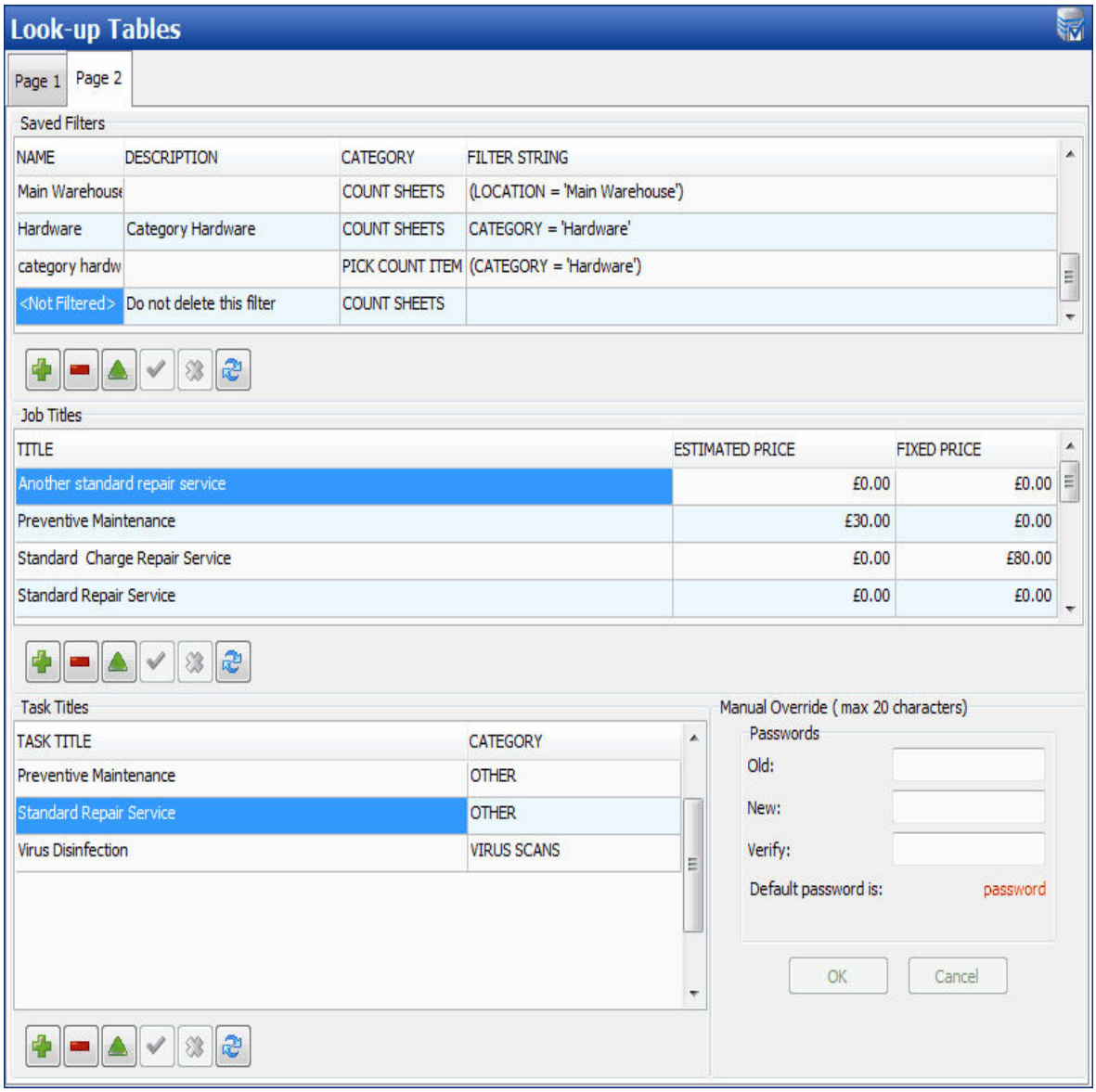


When done, click "OK" to close this dialog, then select the newly entered item from the list.

2. Another way to access the look-up tables is to click on "Admin" tab, then click on "Look-up Tables" button.
You will be presented with 2 tabs where you may also add/edit/delete records.



Then page 2 with additional look-up parameters.

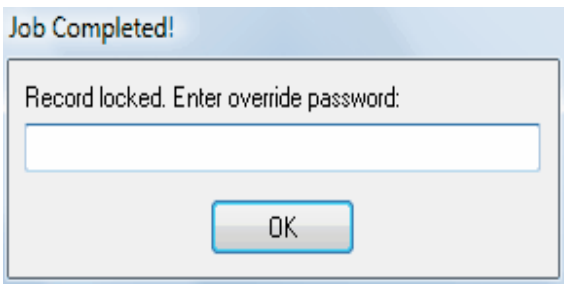


Please bare in mind that if you will ever be asked for "Manual Override Password" the password is the word password, shown above here in red font.

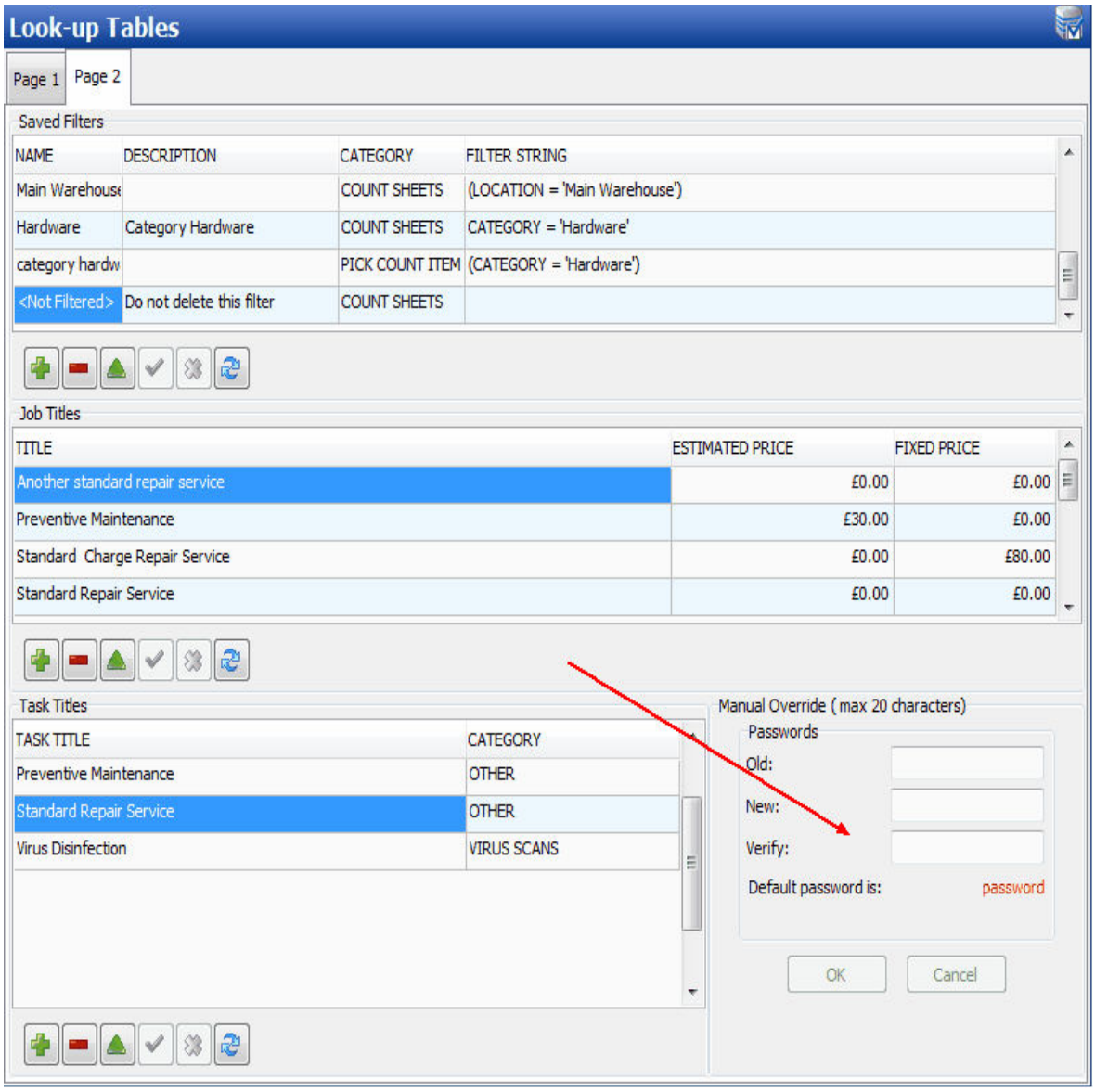
5.5.2 Override password

When a job was completed, the record will be locked, so no accidental editing can take place.
If you need to edit a closed job, you will be asked for a "Override Password".

The default password is the word "password" without quotes.



To change this password, click on "Admin" tab, then "Look-up Tables" button.
Click on "Page 2". At the bottom right, there are the boxes where you can enter a new password:



IMPORTANT:
This password is being stored as encrypted text to the database. If you forget it, contact support@blanchesoft.com .
But best of all, **DO NOT FORGET IT !!!**

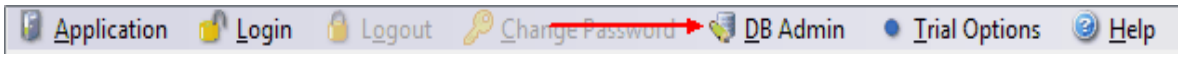
5.6 Database Admin

TS Man is using Firebird Server as database server. For that reason, an admin interface was implemented, enabling you to change password, add/edit/delete users, back-up and restore the database file, print server log and database file details.

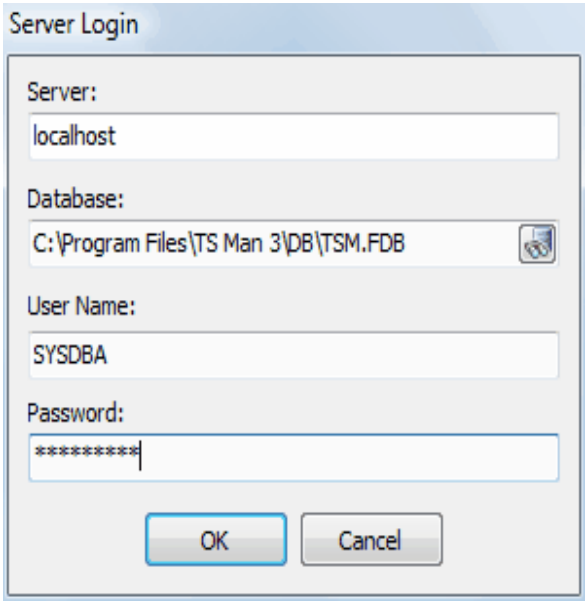
All tasks related to back-end database administration that TS Man incorporates, are handled from here.

Please note that only "SYSDBA" can perform this task.
Frist, log out if you are logged in. Then, from the main menu, click on "Database Admin"

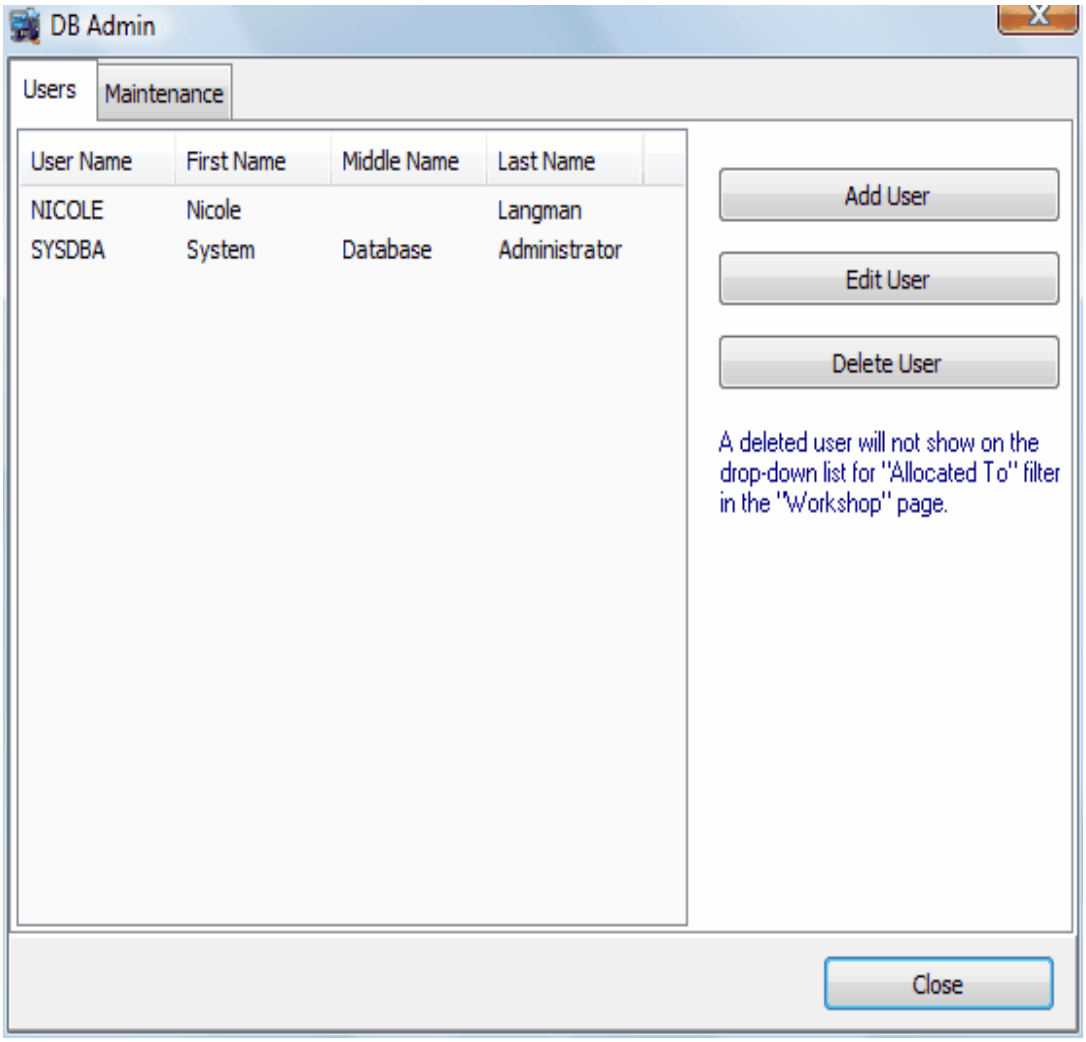
Please note that if you are logged on, that menu item will be disabled.

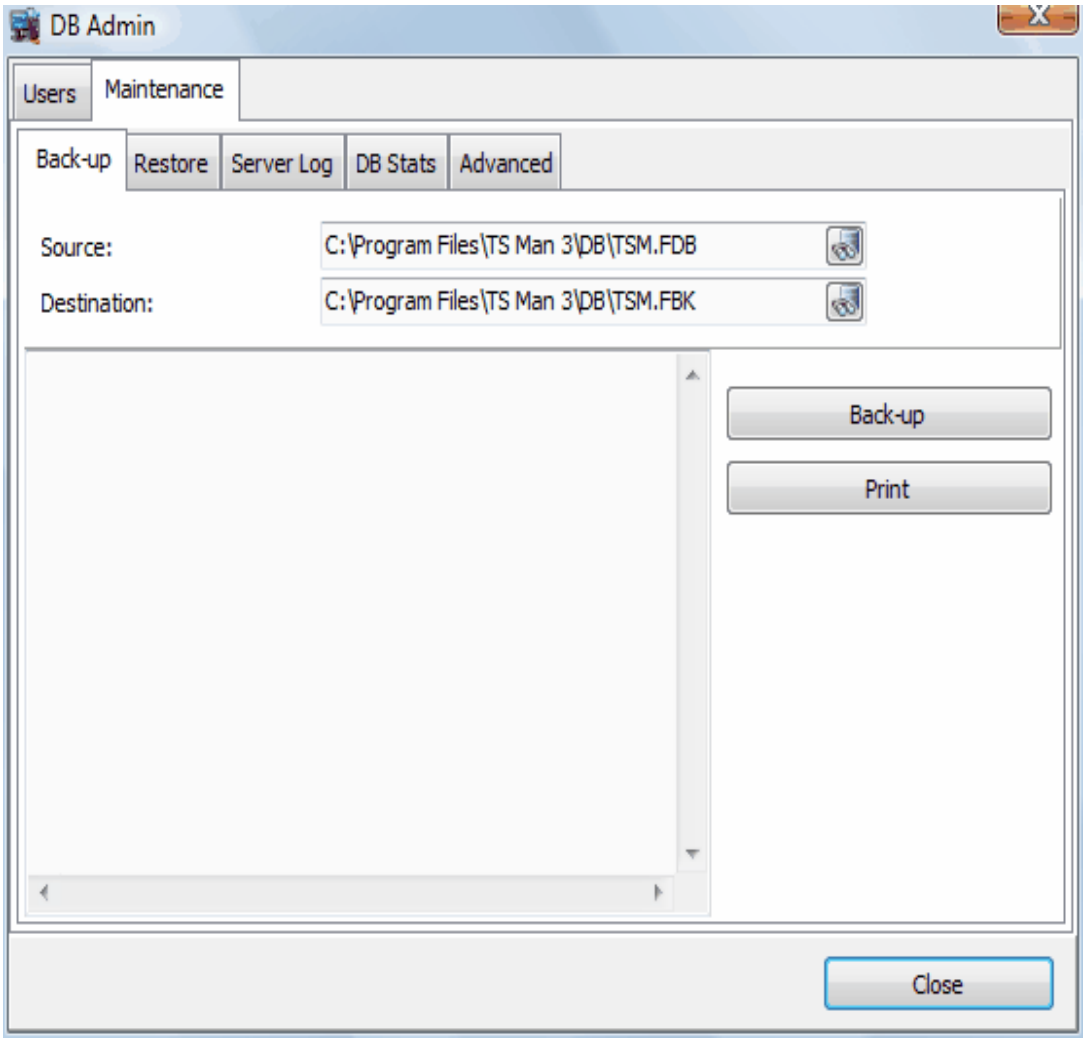


Click on it, and the "Server Login" window will pop up. The login process this time only differs because you may choose which protocol to use. Other than that, is the same as the normal login window. Select the server, database file name and location, protocol, then enter password and click "OK". Please note that the "User Name" cannot be changed. It will always be "SYSDBA"



Once your login was validated, the "DB Admin" window will pop up.
Here you can do all the tasks related to database administration that TS Man supports.

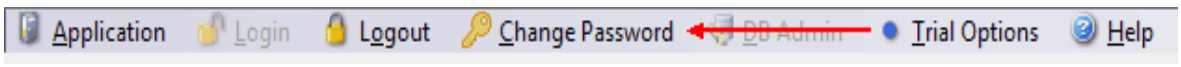

DB Admin
Users
Maintenance
User Name
First Name
Middle Name
Last Name
NICOLE
Nicole
Langman
SYSDBA
System
Database
Administrator
Add User
Edit User
Delete User
A deleted user will not show on the drop-down list for "Allocated To" filter in the "Workshop" page.
Close



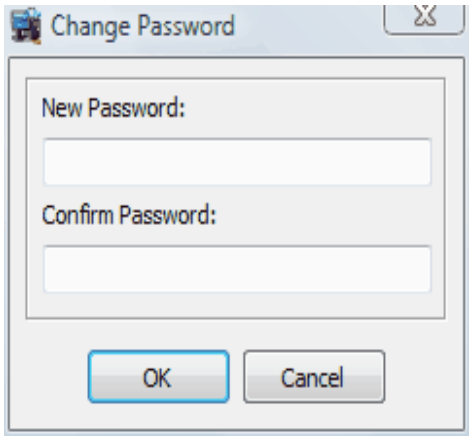
5.6.1 Change password (current user)

Changing password is extremely easy.

Log in first, then from the main menu, click on "Change Password"

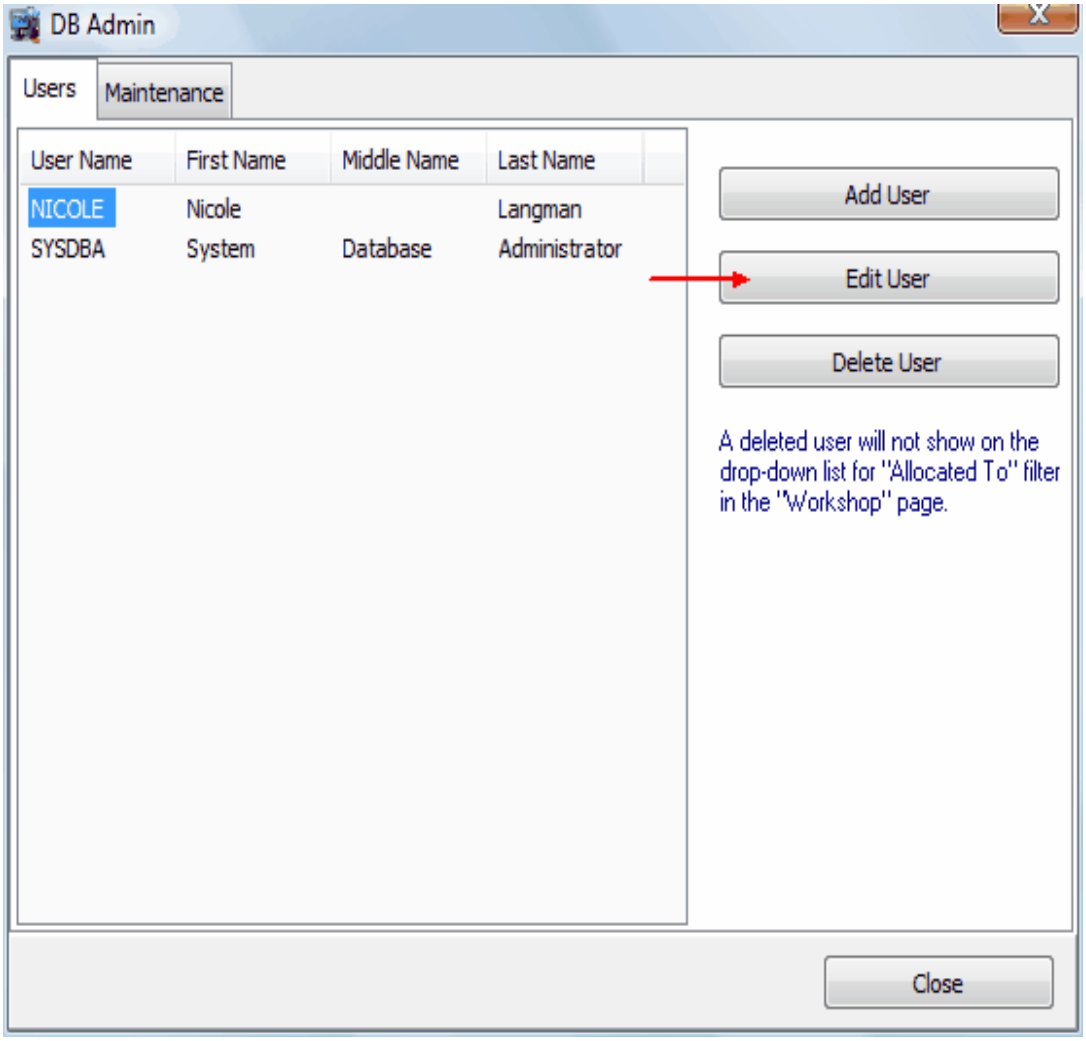


Click on the "Change Password" menu link. The "Change Password" dialog will pop up.
Enter the new password.
That's it.
Please note that you must be logged on to the database to change the password as described above.

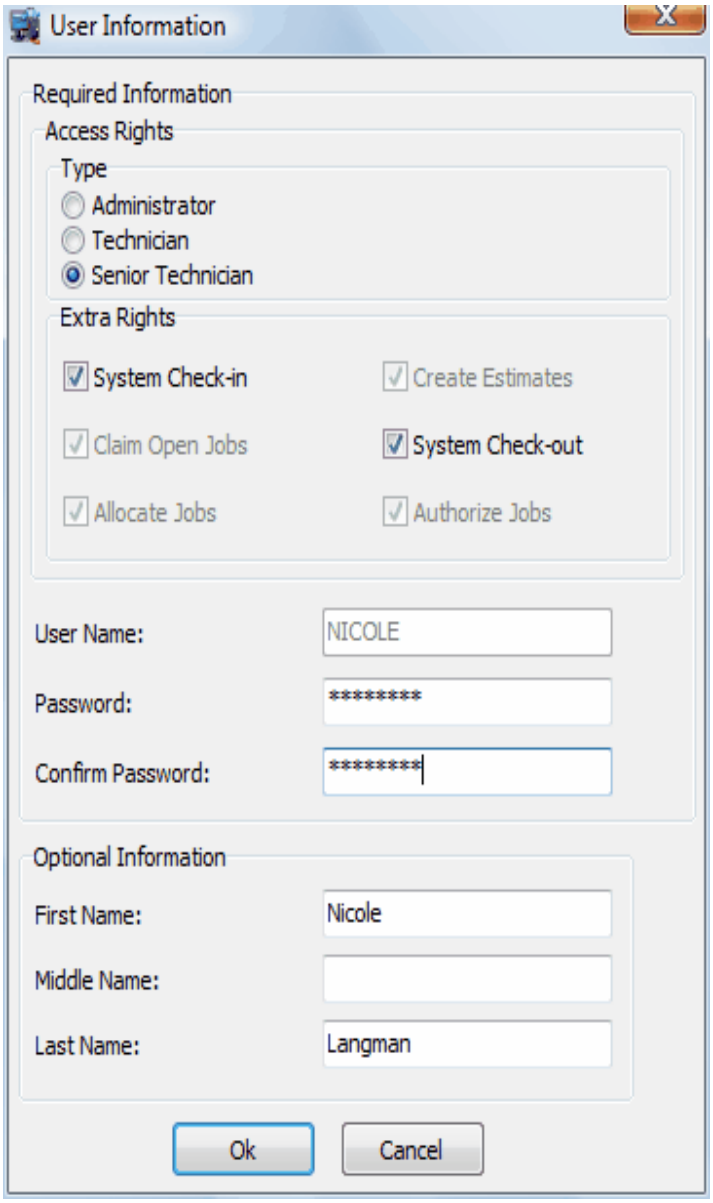


The password of any user may be changed from within the "DB Admin" window as well.
Log in to the administration module as explained in "Database Admin"

Here you have many other options, but in this topic we will focus on changing the password.
Select the user by clicking on the "User Name" part of the text, then click on "Edit User" button.



The "User Information" dialog will pop up.
Now, enter a new password, confirm the new password and click "OK"



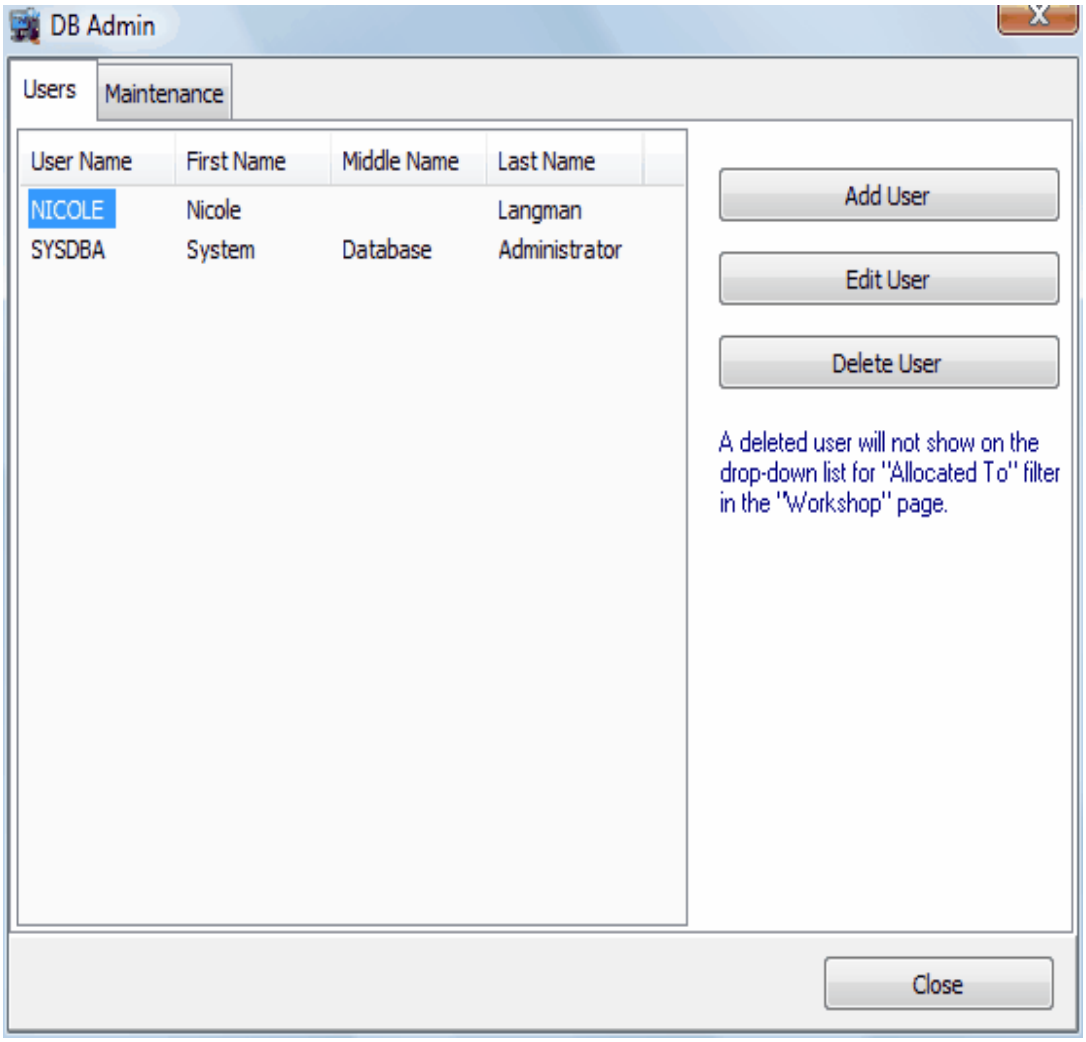
That's it, the user's password was changed.

5.6.2 Add/edit users

Handling users is no different to other database software. At first, the interface will look a bit different, but the tasks are all the same as in any other database application.

Log in to the administration module as explained in "Database Admin"

Here you have many other options, but in this topic we will focus on changing the password.
Select the user by clicking on the "User Name" part of the text, then click on "Edit User" button to edit the selected user, or "Add User" button to add a new user.



The rest is simple and straight forward.

5.6.3 Users and user rights

It is widely accepted that it is better not to reveal a certain window to a user that does not have the right to perform the operations allowed in that window.
Some other software developers, will show all controls and windows to the users, but not allowing them to perform tasks, except for the ones that they have the right to.
TS Man will hide may controls and windows from users if they don't have those certain rights. Our philosophy with regards to user rights is: "What you don't need to know, you don't worry'.

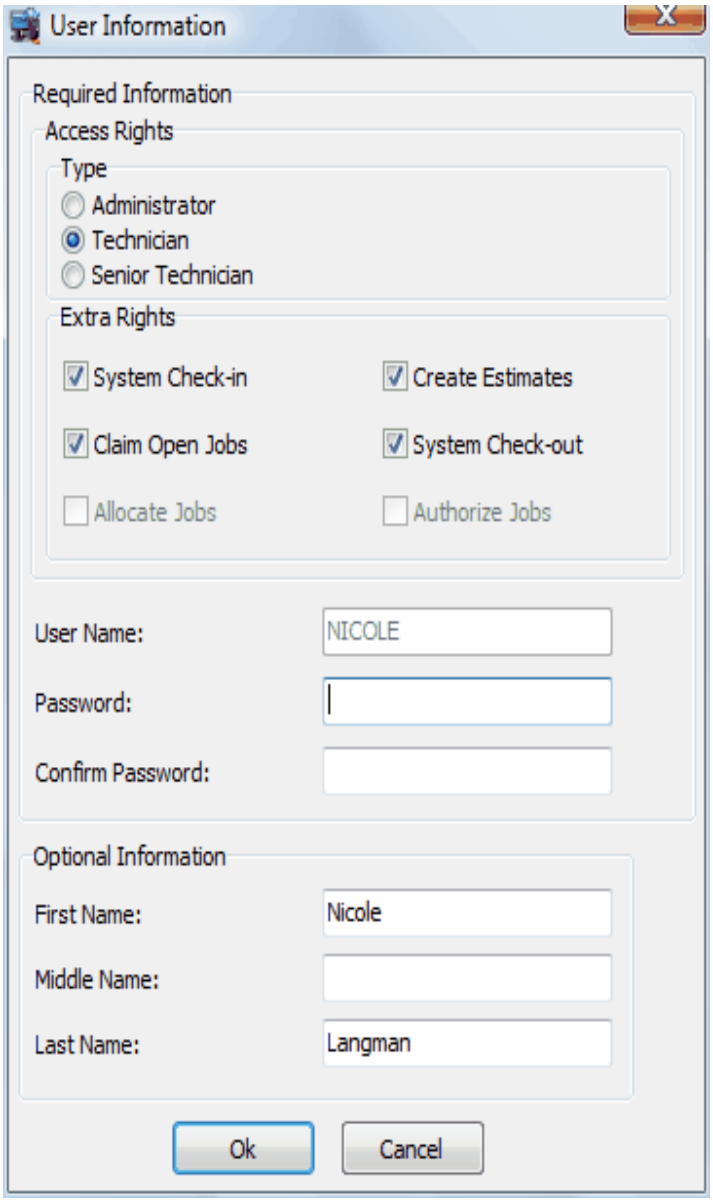
Log in to the administration module as explained in "Database Admin"

To give or edit access rights to your users, select the exiting user or add a new user as explained in "Add/edit users" .

There are three main types of access rights:
1. Administrator
2. Senior Technician
3. Technician

Choose them one by one to see what the default unchangeable rights are and what optional rights you

can give or take are.



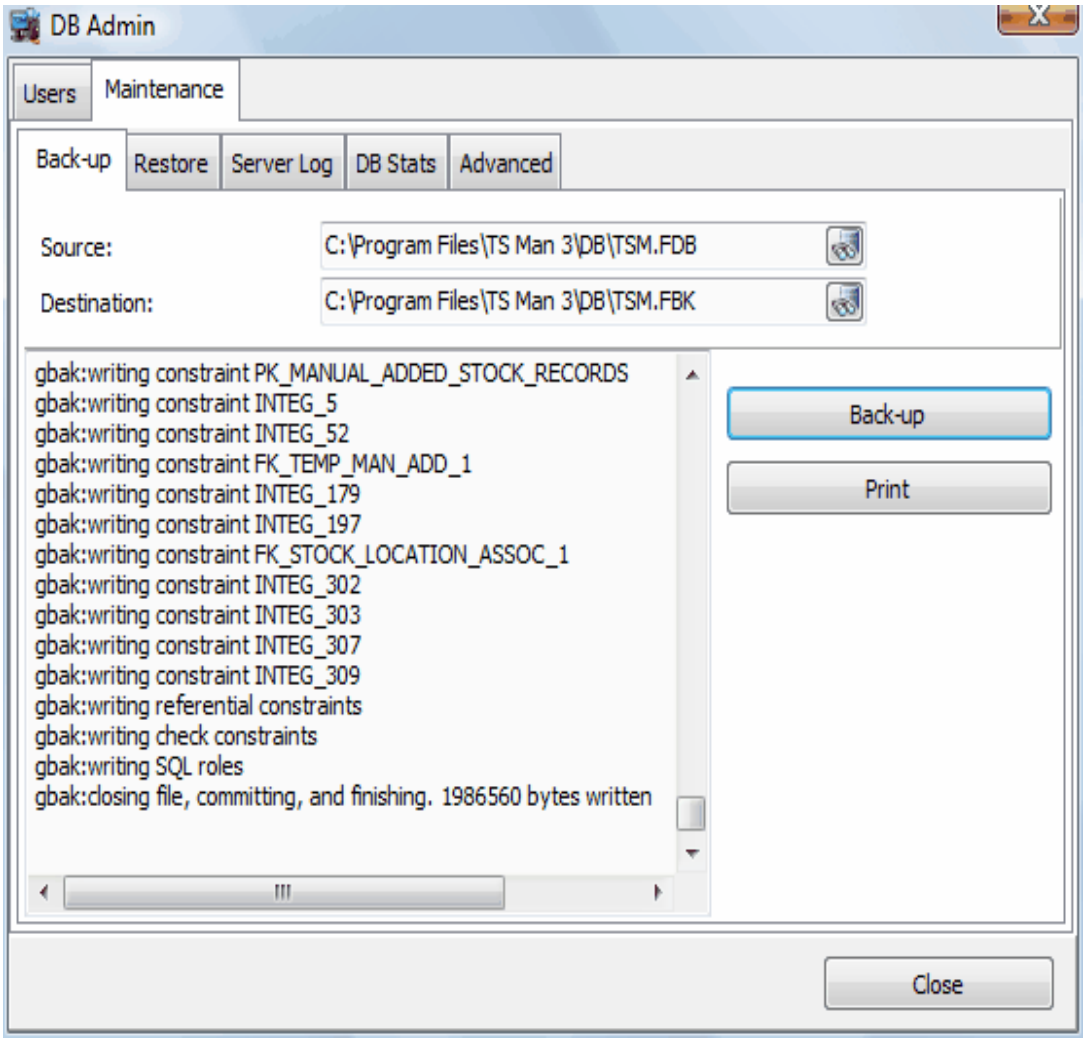
Once you are satisfied with the right you have given to your user, click "OK" to return to the "DB Admin" window.

5.6.4 Back-up database

Although TS Man provides an Auto Backup Schedule, you may need to take a snapshot of the database at certain time.
For that, you can do a manual back-up.

Log in to the administration module as explained in "Database Admin"

Click on "Maintenance" tab.
Click on "Back-up" tab (by default it is already selected).
Select the source.
Select the destination.
Click on "Back-up" button.

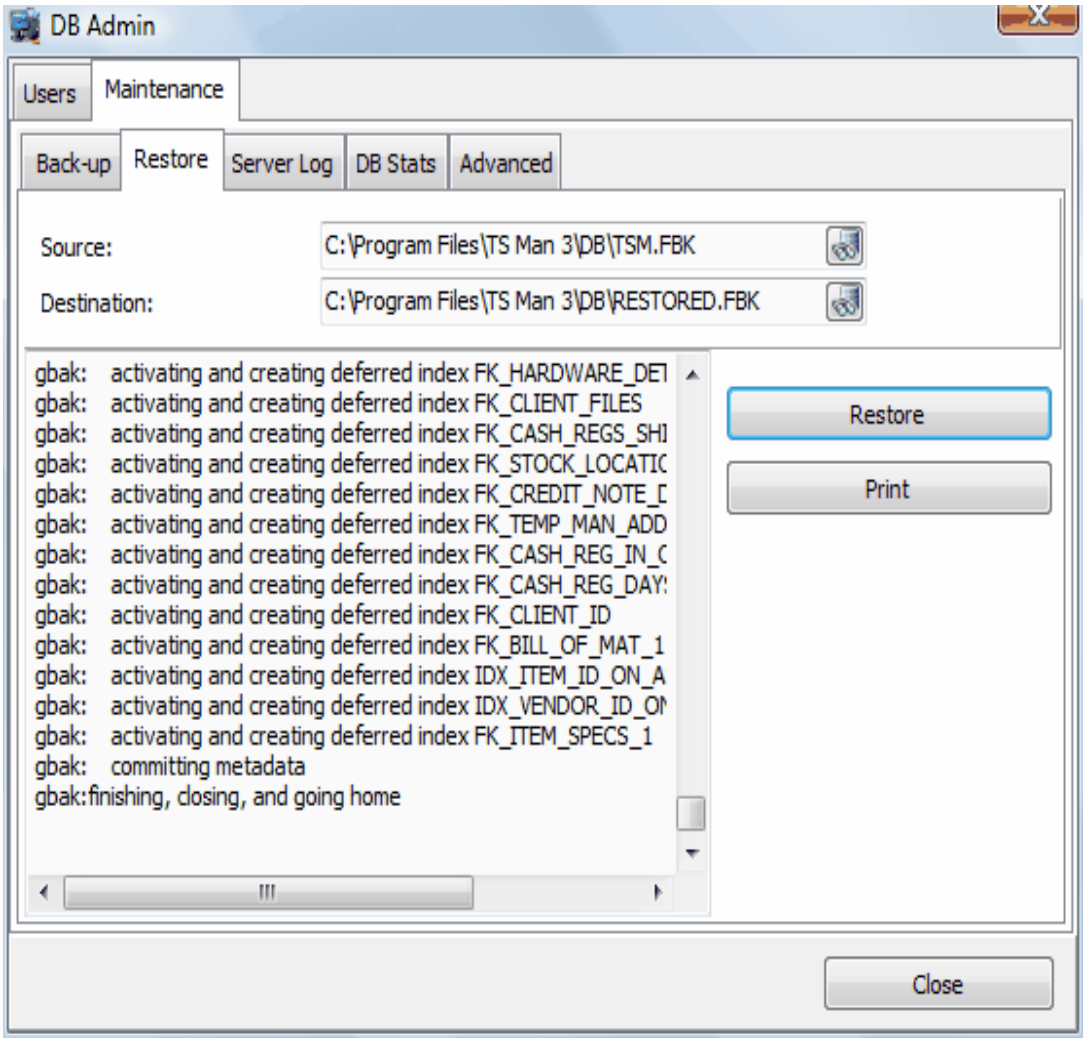


The back-up log will show on the panel, which you my print by clicking on the "Print" button.

5.6.5 Restore database

If the need arises, you will want to restore the database file. Database file restore can be done from both the manual back-up and the Auto Back-up Schedule files.

Log in to the administration module as explained in "Database Admin"
Click on "Maintenance" tab
Click on "Restore" tab.
Select source.
Select destination.
Click on "Restore" button.


DB Admin
Users
Maintenance
Back-up
Restore
Server Log
DB Stats
Advanced
Source:
C:\Program Files\TS Man 3\DB\TSM.FBK
Destination:
C:\Program Files\TS Man 3\DB\RESTORED.FBK
gbak: activating and creating deferred index FK_HARDWARE_DE
gbak: activating and creating deferred index FK_CLIENT_FILES
gbak: activating and creating deferred index FK_CASH_REGS_SH
gbak: activating and creating deferred index FK_STOCK_LOCATI
gbak: activating and creating deferred index FK_CREDIT_NOTE_
gbak: activating and creating deferred index FK_TEMP_MAN_ADD
gbak: activating and creating deferred index FK_CASH_REG_IN_
gbak: activating and creating deferred index FK_CASH_REG_DAY
gbak: activating and creating deferred index FK_CLIENT_ID
gbak: activating and creating deferred index FK_BILL_OF_MAT_1
gbak: activating and creating deferred index IDX_ITEM_ID_ON_A
gbak: activating and creating deferred index IDX_VENDOR_ID_O
gbak: activating and creating deferred index FK_ITEM_SPECS_1
gbak: committing metadata
gbak:finishing, closing, and going home
Restore
Print
Close

The restore log will show on the panel, which you my print by clicking on the "Print" button.

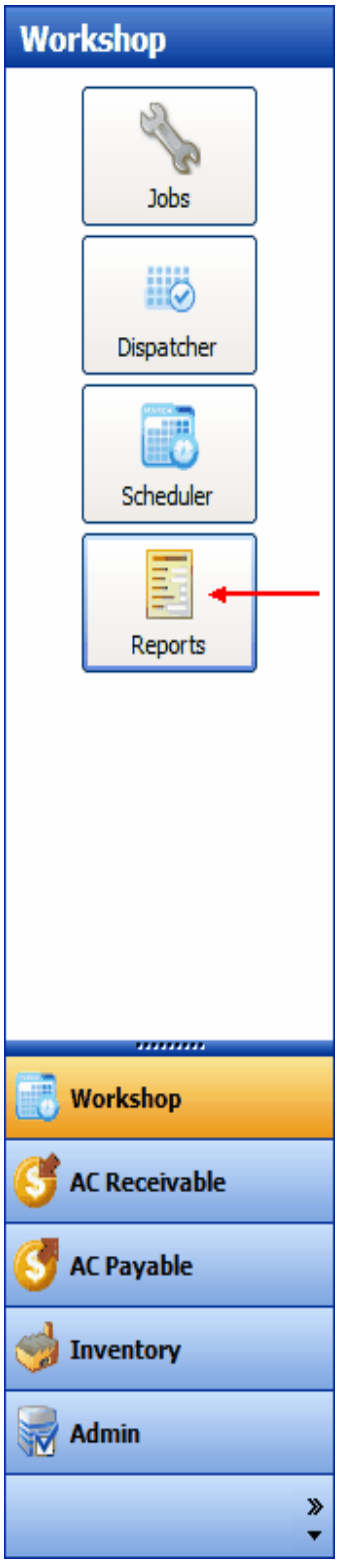
5.7 Reports

We are constantly improving the report in TS Man and adding new ones. However, it is impossible to keep everyone happy, and for that reason, a report designer was embedded into the application. You may modify existing reports and create new ones. Some scripting knowledge required.

Scripting languages supported by the report designer in TS Man are:

- Pascal Script
- Visual Basic Script
- Java Script

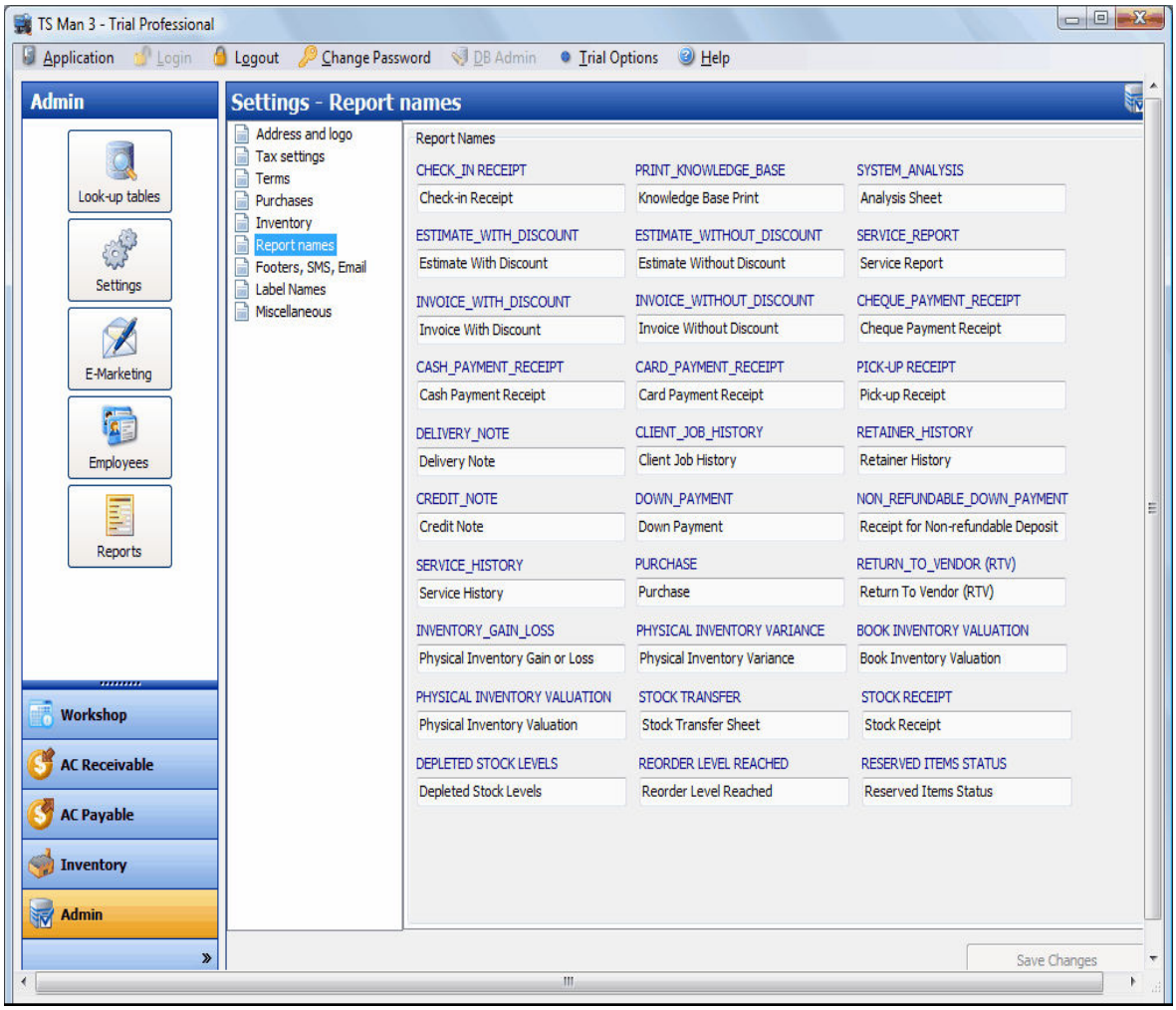
Accessing the reports:
apart from the usual reports that can be accessed by everybody in the "System Check-in", "Service & Repair" and "System Check-out", there are additional reports that can only be accessed by users who have access rights as "Administrator".
This users can click on "Reports" buttons to see the list of reports, edit and create new ones.
Please visit http://www.blanchesoft.com/support.html "demos" rubric for a demo showing you how to create a custom report.



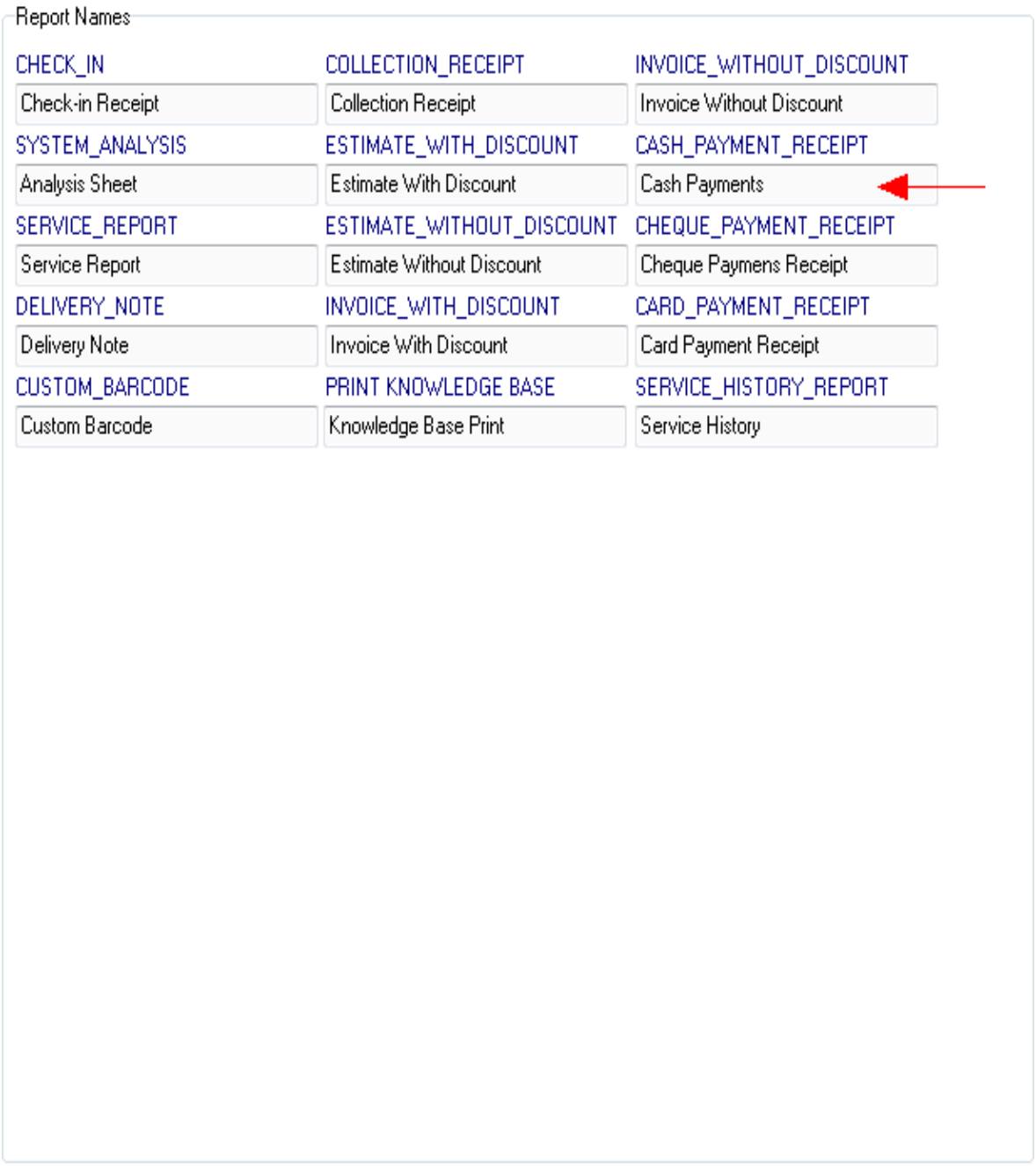
5.7.1 Report names

Some of the reports in TS Man are linked to the buttons in the main page. For that reason, if you change the report names, you must change the reference names as well.

Click on "Admin", then "Settings", then "Report Names".
On this window you will see the list of reports names that are linked to the buttons in the workshop page.



If for example you have created a new report for "Cash Payments", and saved it to the database with the name "Cash Payments" then you will have to change the value in the box "CASH_PAYMENT_RECEIPT", to be the same as your newly created report. This way, the program will know which report to display when the "Print Receipt" button is clicked.



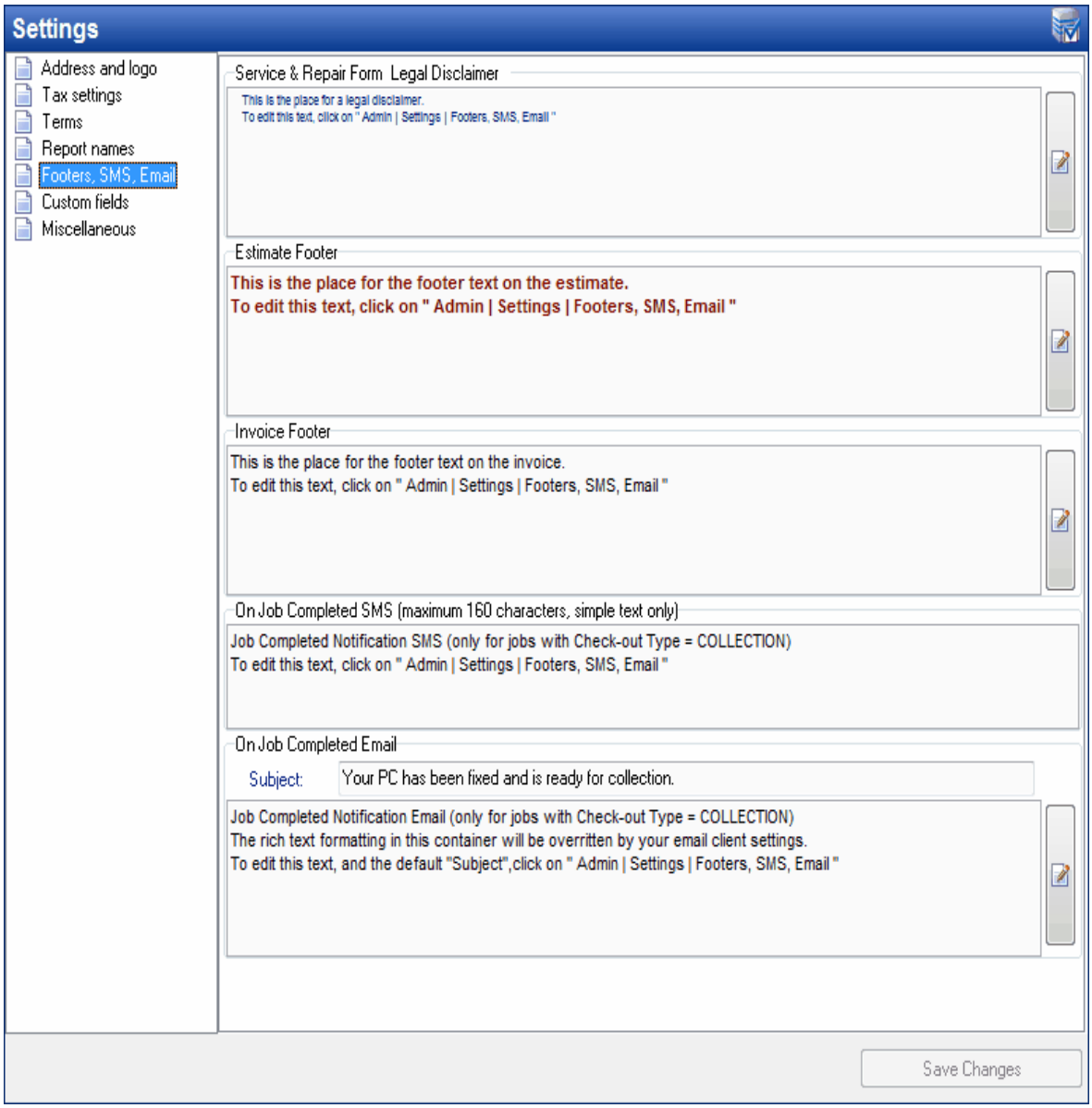
As you can see, the name had to be changed to reflect the actual report name that you wanted to be used as cash payment receipt.

5.7.2 Report footers SMS Email

There are three reports where you can input your own text at the bottom of the page, without the need to edit (redesign) the report itself.

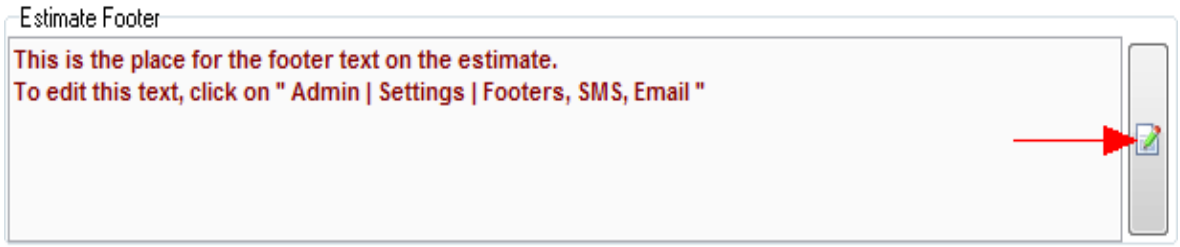
The boxes where you put the text for this reports, are "rich text containers", meaning they accept colored font, bold, italic, underline, etc.
To have your custom formatted text in this reports, click on the buttons at the right side of the containers to change text size, font color, etc.

See image below:

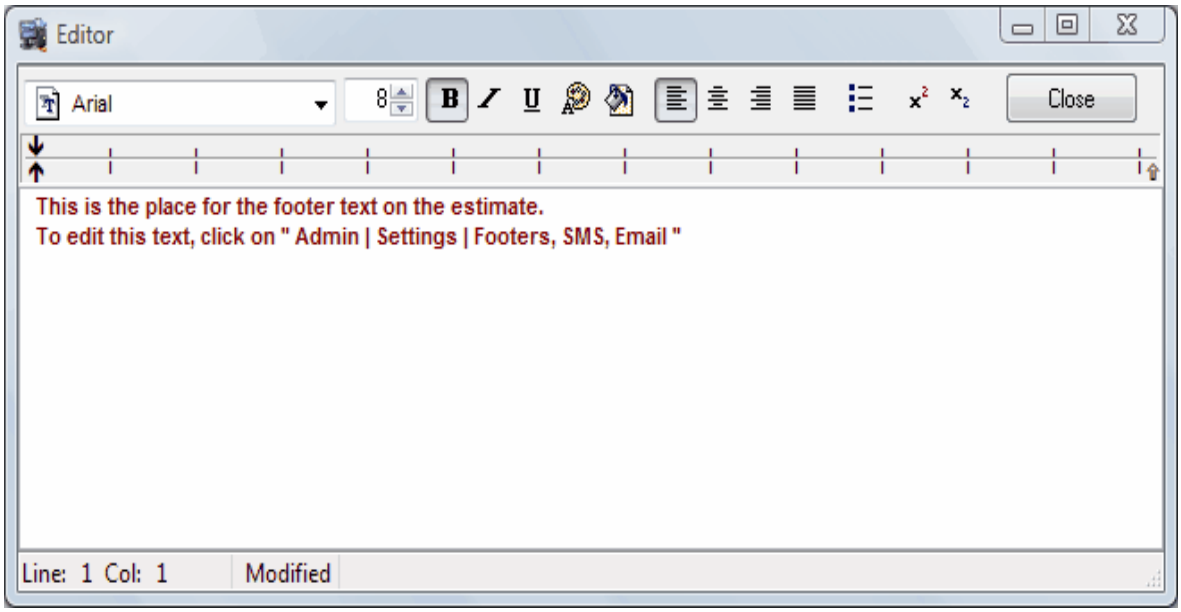

Settings
Address and logo
Tax settings
Terms
Report names
Footers, SMS, Email
Custom fields
Miscellaneous
Service & Repair Form Legal Disclaimer
This is the place for a legal disclaimer.
To edit this text, click on " Admin | Settings | Footers, SMS, Email "
Estimate Footer
This is the place for the footer text on the estimate.
To edit this text, click on " Admin | Settings | Footers, SMS, Email "
Invoice Footer
This is the place for the footer text on the invoice.
To edit this text, click on " Admin | Settings | Footers, SMS, Email "
On Job Completed SMS (maximum 160 characters, simple text only)
Job Completed Notification SMS (only for jobs with Check-out Type = COLLECTION)
To edit this text, click on " Admin | Settings | Footers, SMS, Email "
On Job Completed Email
Subject:
Your PC has been fixed and is ready for collection.
Job Completed Notification Email (only for jobs with Check-out Type = COLLECTION)
The rich text formatting in this container will be overritten by your email client settings.
To edit this text, and the default "Subject",click on " Admin | Settings | Footers, SMS, Email "
Save Changes

See text editor in action

For example you want to edit the text for the estimate footer.
Click on the button shown below


Estimate Footer
This is the place for the footer text on the estimate.
To edit this text, click on " Admin | Settings | Footers, SMS, Email "

Then format the text to your liking and click "Close"

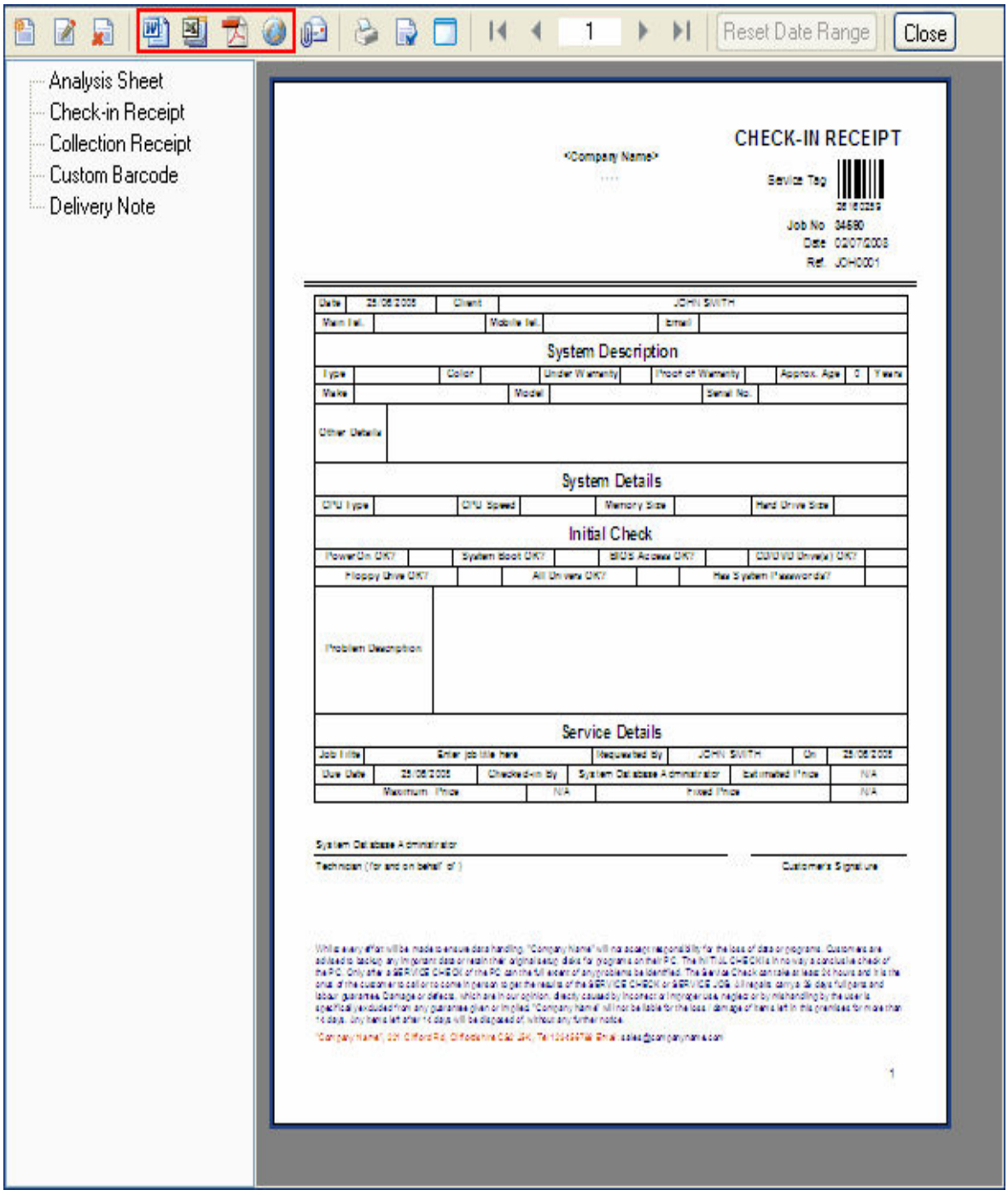

Editor
Arial
8
Close
This is the place for the footer text on the estimate.
To edit this text, click on " Admin | Settings | Footers, SMS, Email "
Line: 1 Col: 1
Modified

5.7.3 Export to other formats

All reports can be exported to many formats:
1. Word
2. Excel
3. PDF
4. HTML and ohters

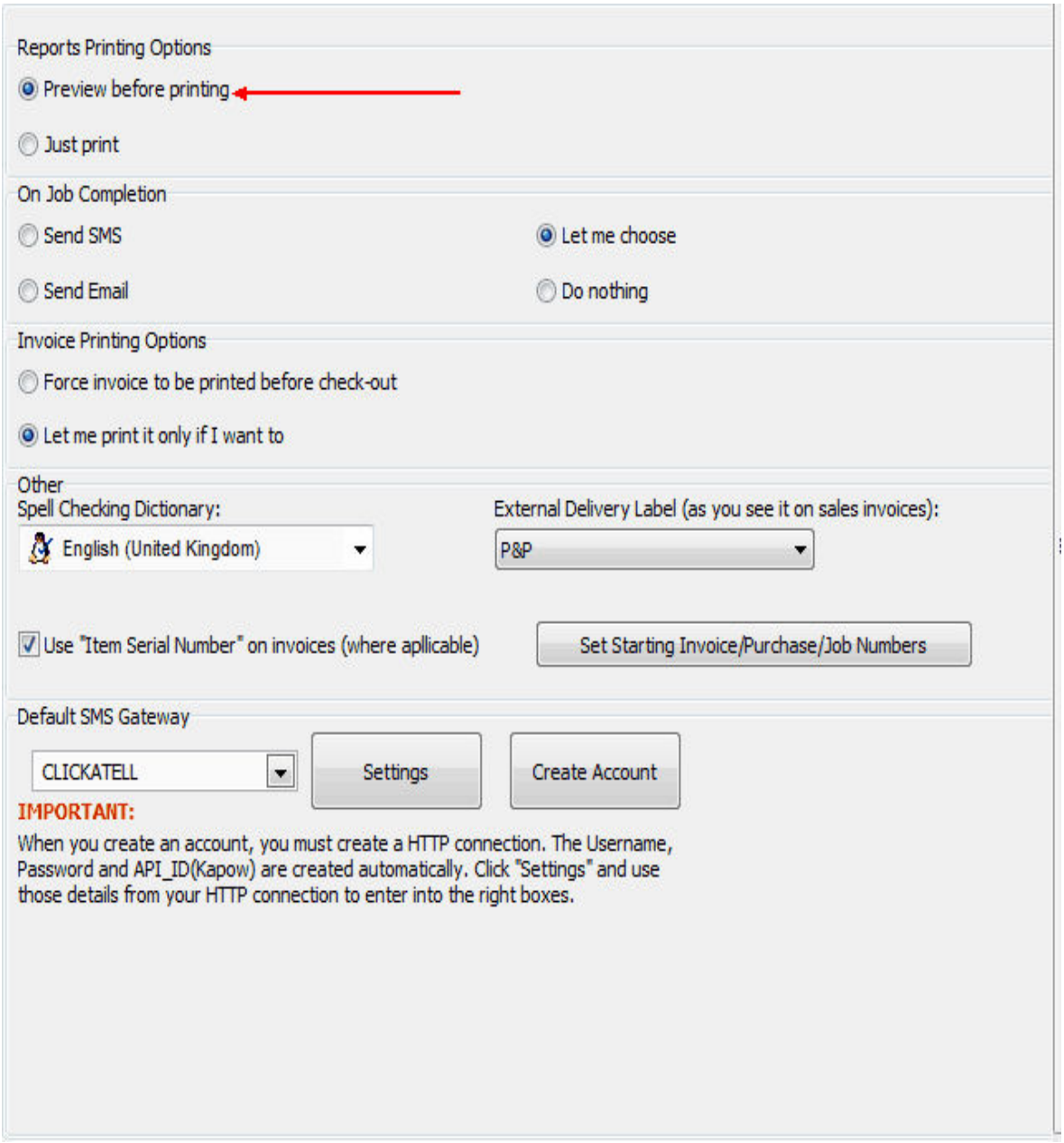
The exporting can be done from two places:
1. From the incorporated preview pane (only if your access rights are "Administrator")
2. From the full screen report preview (for all users)

From the incorporated preview pane (only if your access rights are "Administrator")
Click on "Reports" button. The incorporated preview pane will show up on the right.
Select the report you want and click on any of the buttons within the red rectangle marked here below.

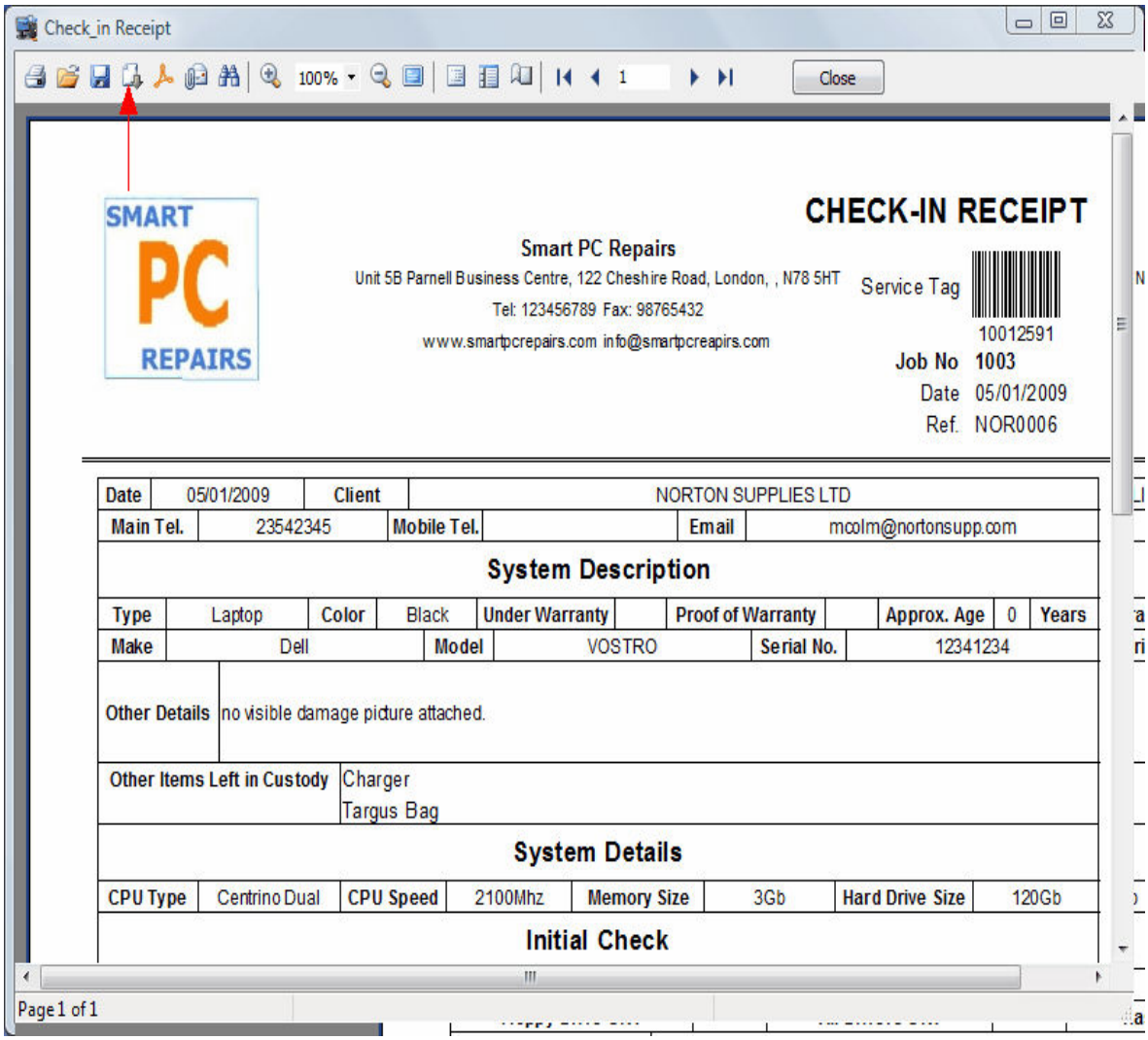


Then just follow the instructions.

From the full screen report preview (for all users)
For this you will need to have the "Preview before printing" option selected in the "Admin"/ "Settings"/"Miscellaneous" .
Of course, that instead of printing the preview will show up, and you have to do the printing afterwards yourself by clicking on the "Printer" icon in the report preview window.


Reports Printing Options
Preview before printing
Just print
On Job Completion
Send SMS
Let me choose
Send Email
Do nothing
Invoice Printing Options
Force invoice to be printed before check-out
Let me print it only if I want to
Other
Spell Checking Dictionary:
English (United Kingdom)
External Delivery Label (as you see it on sales invoices):
P&P
Use "Item Serial Number" on invoices (where apllicable)
Set Starting Invoice/Purchase/Job Numbers
Default SMS Gateway
CLICKATELL
Settings
Create Account
IMPORTANT:
When you create an account, you must create a HTTP connection. The Username, Password and API_ID(Kapow) are created automatically. Click "Settings" and use those details from your HTTP connection to enter into the right boxes.

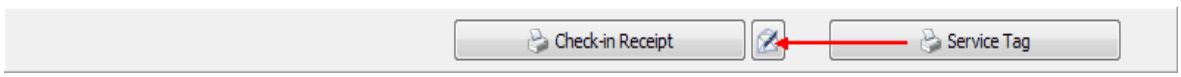
Once you have the above option selected, every time you click on a button that is printing a report, the full window preview will show up.
From there, click on the "Export To" icon to export the report to your desired format. See below:



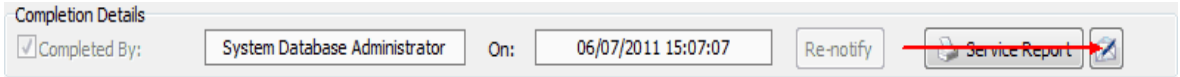
5.7.4 Send as email attachment

Sometimes the client requires a receipt or an invoice or a service report to be sent by e,mail.
The simplest way to achieve that is to email the report as attachment.

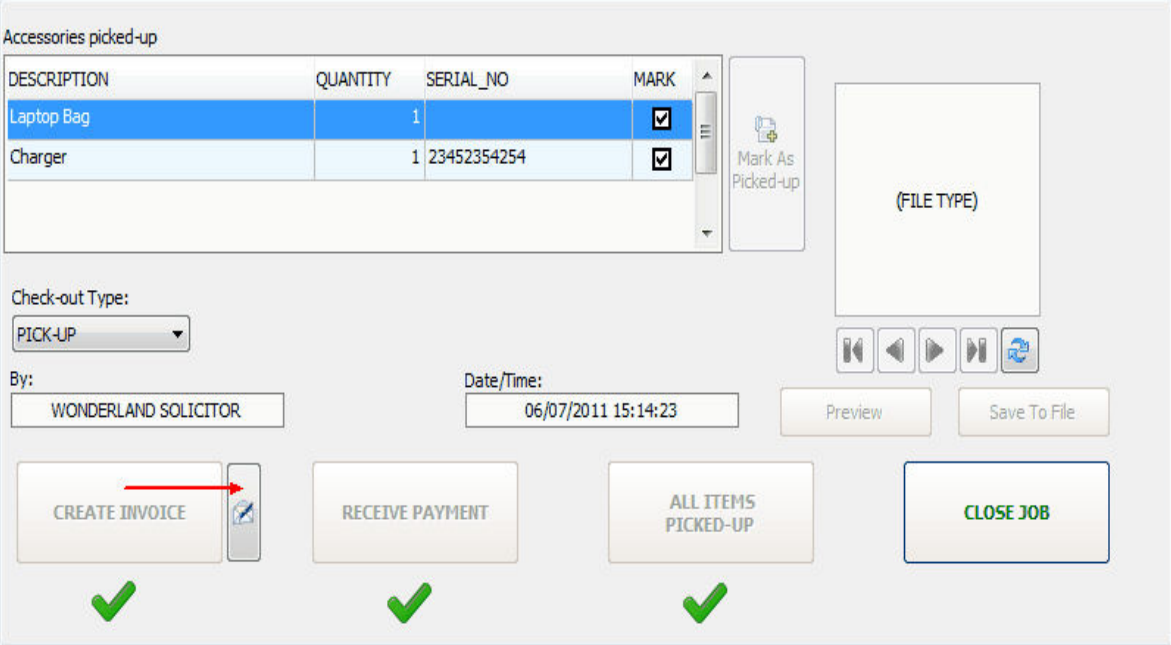
Check-in Receipt from the "Check-in" Page



Service Report from the "Service & Repair" page



Invoice from the "Check-out" page



5.7.5 Custom reports

TS Man has an embedded report designer. The library is provided by FastReport VCL and is being used successfully by tens of thousands of users around the world.
This help file is not the subject of report designing, therefore you may want to download and read the Report Designer User's Manual

However, you must know that a certain level of Scripting and SQL knowledge is required, depending on the complexity of the reports.
Scripting languages supported by the report designer are:

- Pascal Script
- Basic Script
- C++ Script
- Java Script

If you run into difficulties while modifying or creating new reports, please contact support@blanchesoft.com and we might be able to assist you in achieving your desired results.

5.8 Export financial data

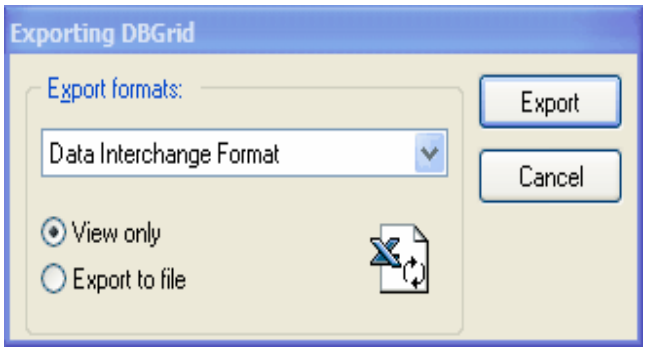
Every financial transaction is being recorded and saved to the database automatically, without the need of user intervention. In fact user intervention is not possible, allowing you to have an accurate count of every financial transaction. This functionality we consider necessary in an application that can function in multi user/networked environment.

Financial transactions:

- Payment
- Cancellation
- Writeoff

These transactions are all recorded and can be exported to Excel and other formats ready for importing into your accounting package.

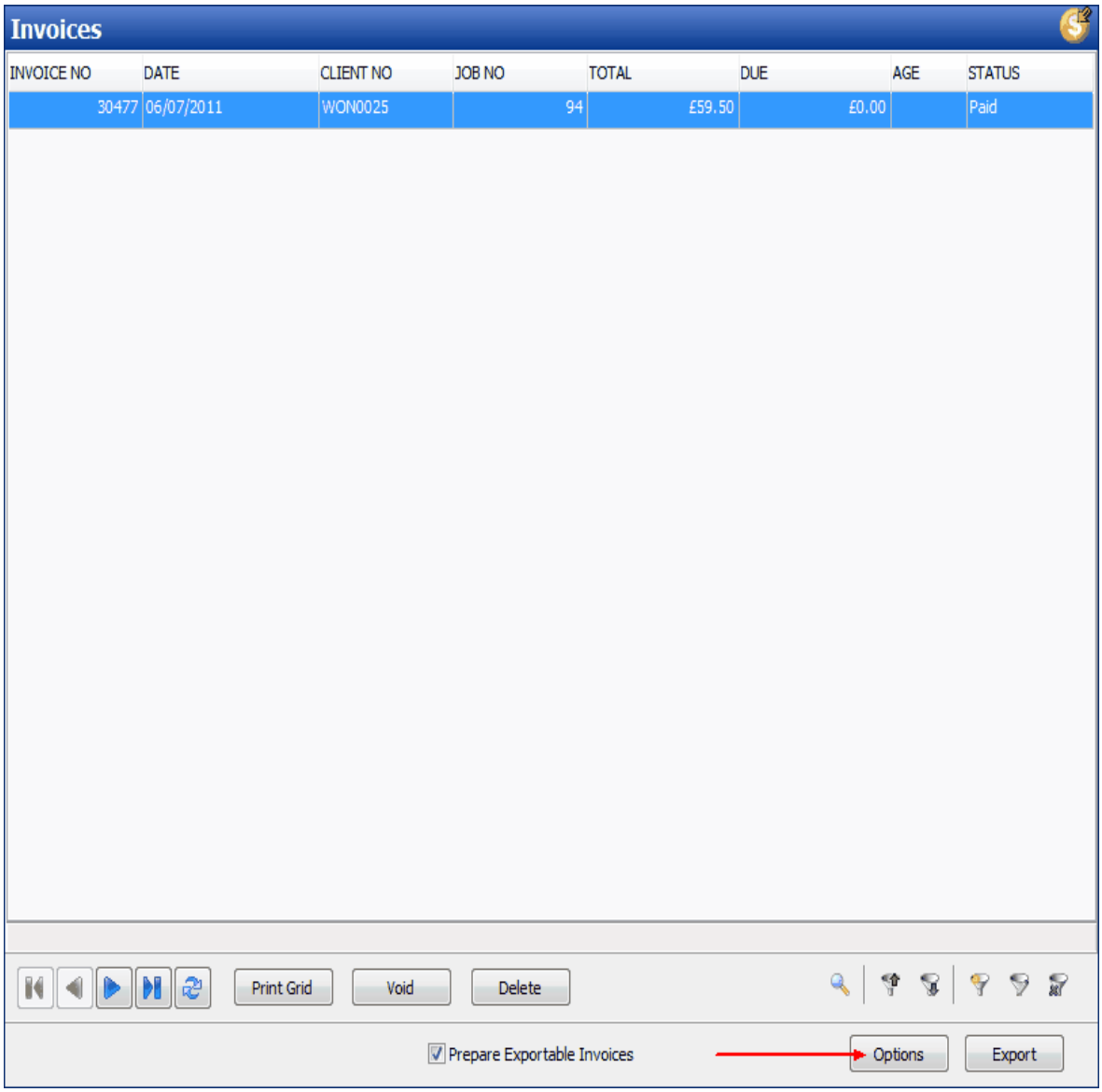
If you want the cells in the spreadsheet to be formatted like number, date, etc, then you should choose as export format the "Data Interchange Format" which by default is associated with Microsoft Excel files in your computer (if Microsoft Office is installed), see below:



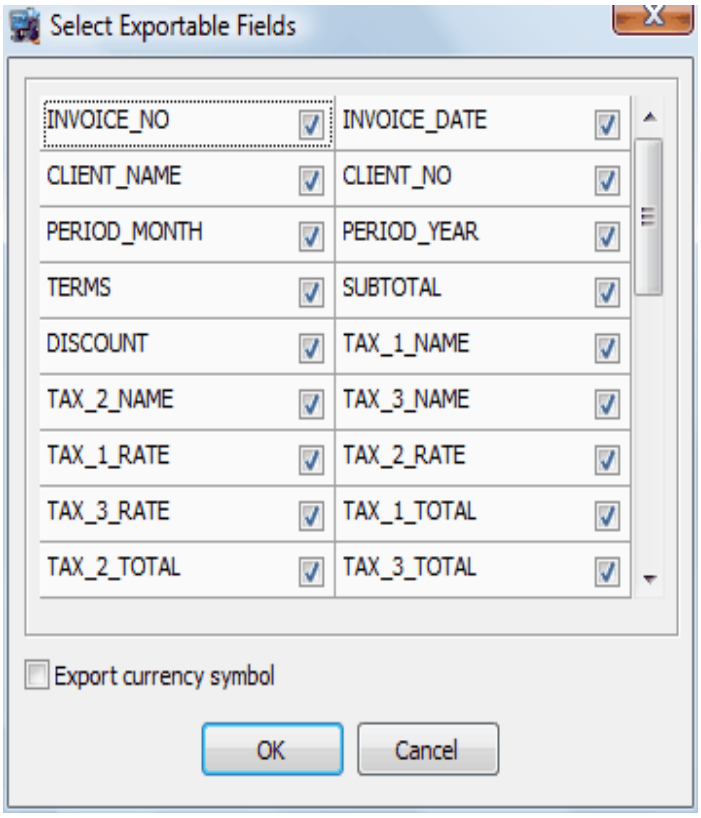
5.8.1 Export invoices

Invoices can be exported to may formats, including Excel (.xls), and you may use those files to import data into whatever your accounting package is, providing it can import data from Excel sheets.

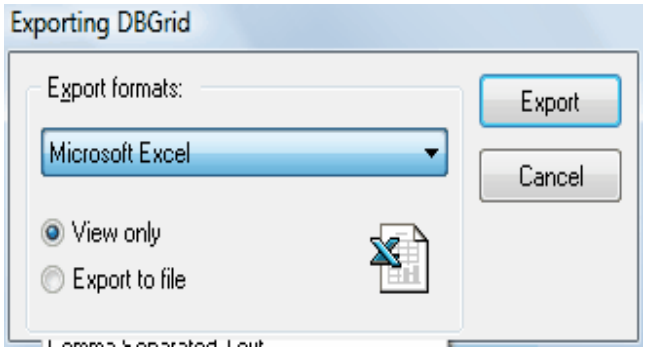
Let's suppose for example, that you want to export al the invoices to Excel (.xls) format.
Click on "AC Receivable" tab, then "Invoices" button.
The invoices list (grid) will show up on the right side pane.
In order to enable the "Export" and "Options" buttons, you have to check the "Prepare exportable invoices" check box.
Click on "Options" button to choose which fields to export.



The "Select Exportable Fields" dialog will pop up.
Select which fields you want to be exported. Your choice will be saved to database.
Click "OK" to close the dialog.



Now, click on "Export" button.
The "Export DBGrid" dialog will pop up.
Select from the combo box list what format you want to export it to.

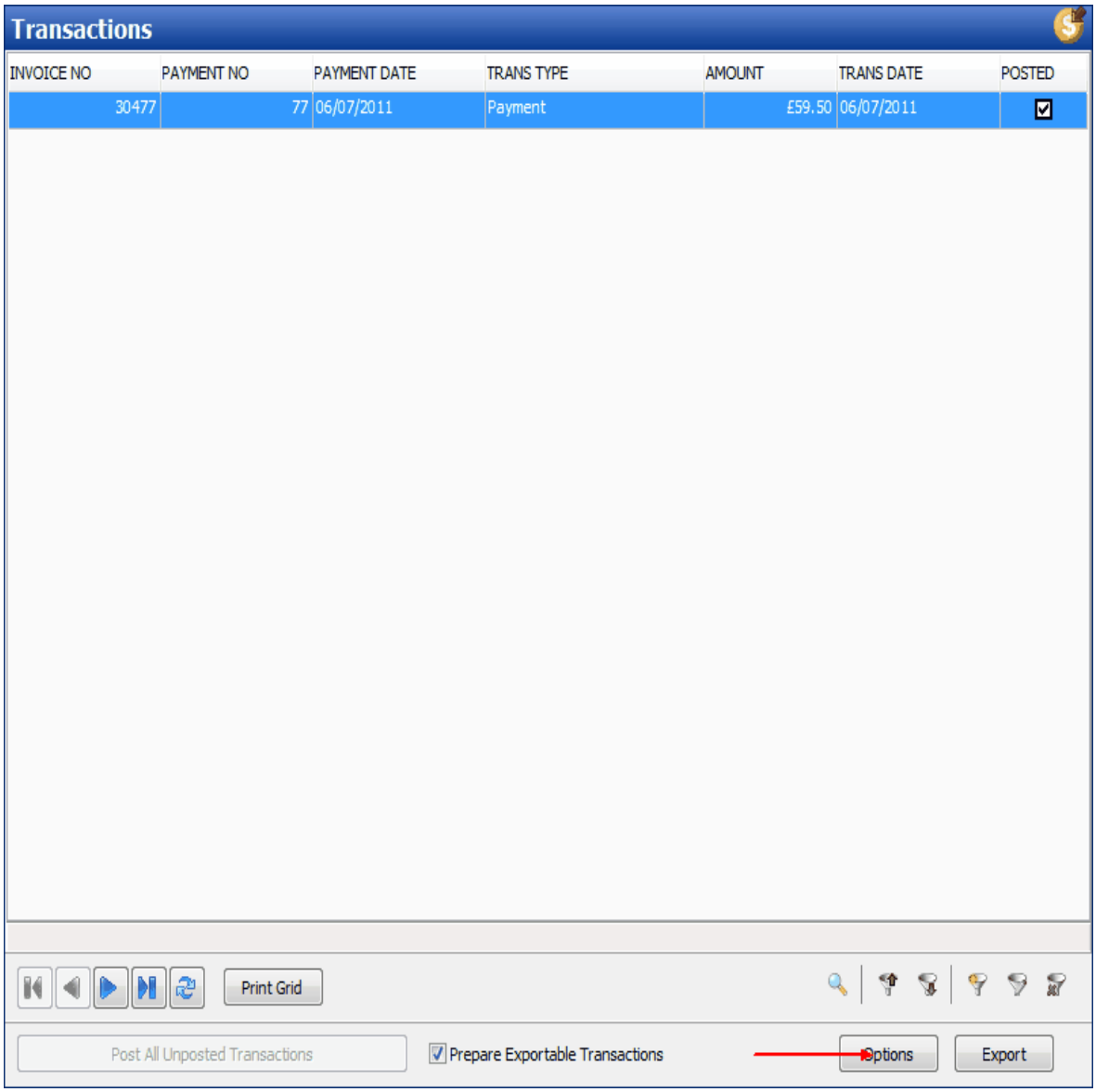


Your selected fields were exported, and next time the same fields will be selected by default.

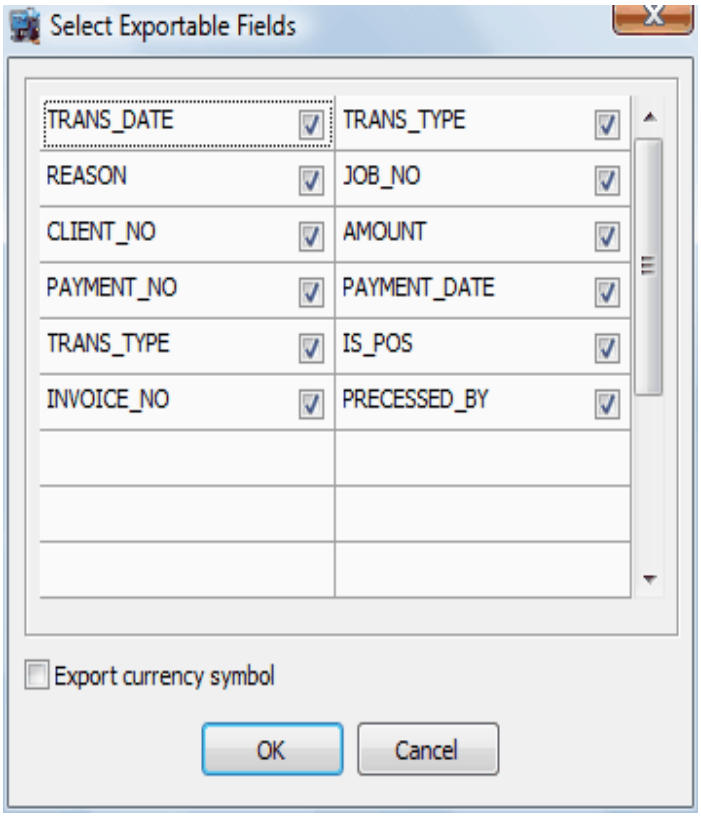
5.8.2 Export transactions

Transactions can be exported to may formats, including Excel (.xls), and you may use those files to import data into whatever your accounting package is, providing it can import data from Excel sheets.

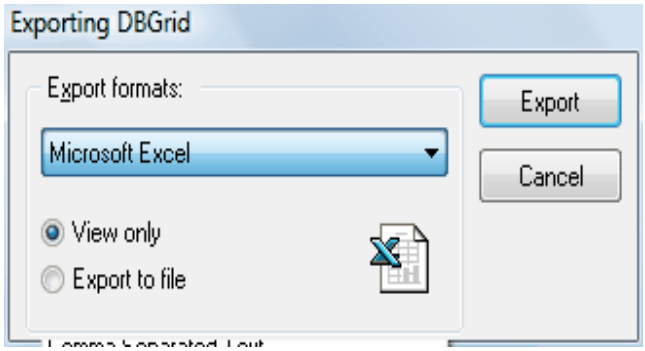
For example, you want to export al exportable transactions to Excel (.xls) format.
Click on "AC Receivable" tab, then "Transactions" button.
The transactions list (grid) will show up on the right side pane.
Click on "Post All Unposted Transactions" first.
In order to enable the "Export" and "Options" buttons, you have to check the "Prepare Exportable Transactions" check box.
Click on "Options" button to choose which fields to export.



The "Select Exportable Fields" dialog will pop up.
Select which fields you want to be exported. Your choice will be saved to database.
Click "OK" to close the dialog.



Now, click on "Export" button.
The "Export DBGrid" dialog will pop up.
Select from the combo box list what format you want to export it to.



Choose wether you want to export to file or view only and later save.
Click "Export"

Your selected fields were exported, and next time the same fields will be selected by default.

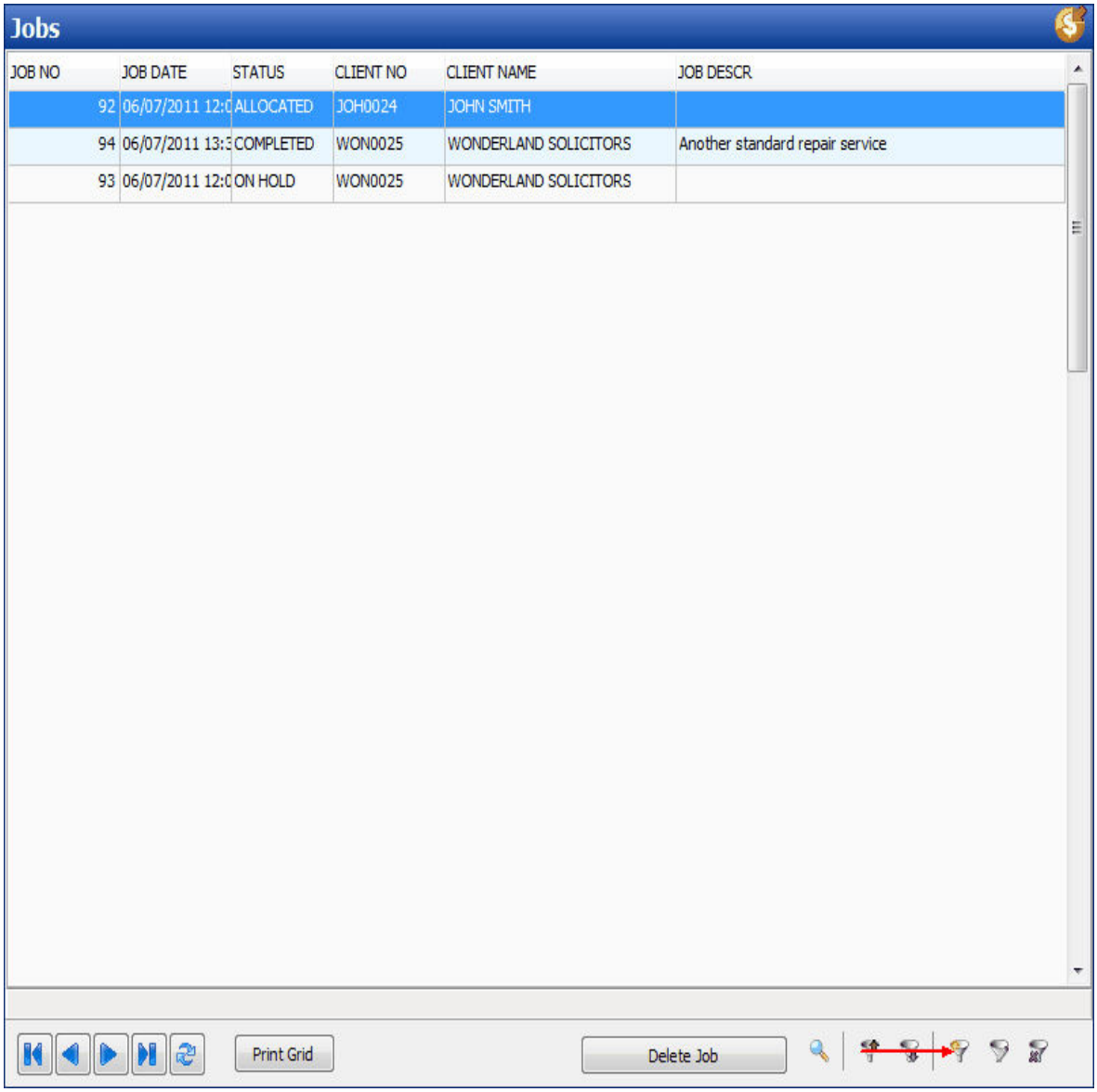
5.9 Create custom filters

TS Man provides you with the functionality of custom filters which can be saved to database and reused. Almost all grids have the filter toolbar displayed at the bottom right of the grid.

In this topic we will focus on the "Jobs Grid".
The procedure of creating and saving filters is the same all throughout the application.

All OPEN jobs example:

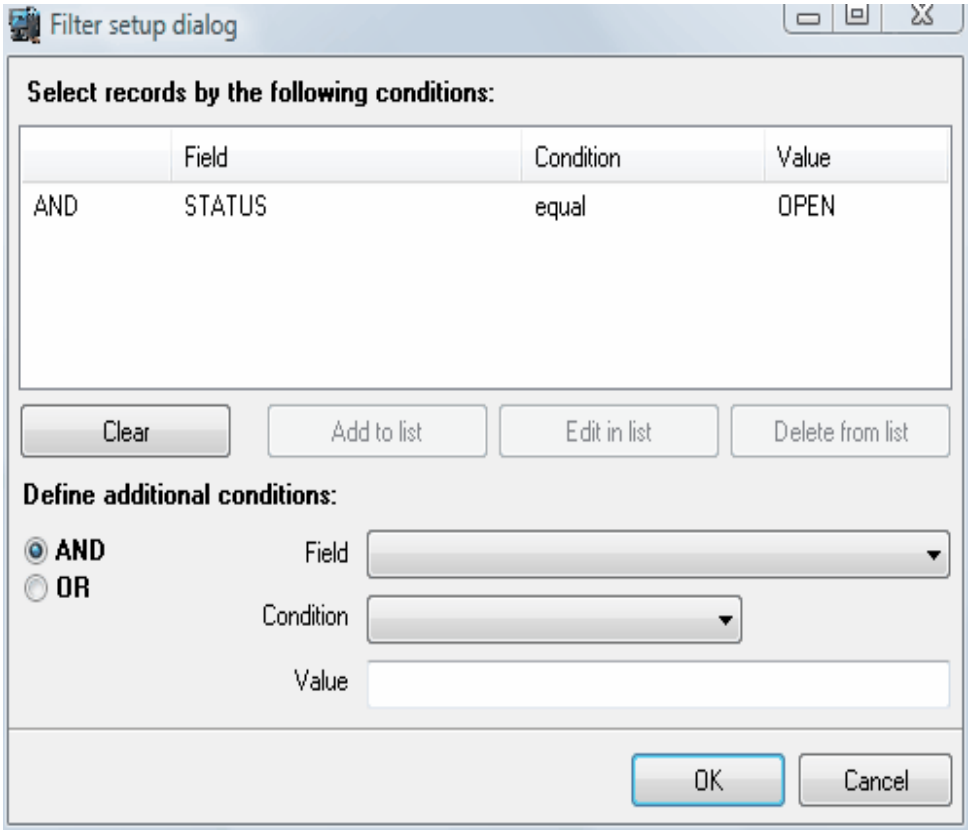
Click on "AC Receivable" tab (you need to be an "Administrator" user.
Click on "Jobs" button.
On the right side you have the jobs grid.
At the bottom right, click on the fourth icon (new filter).



The "Filter setup dialog" will pop up.
Select the following values:

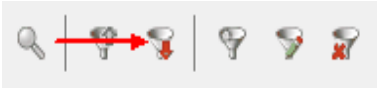
- Field = STATUS
- Condition = equal
- Value = "OPEN" without quotes

Click on "Add to list" button.
The dialog should look like this:

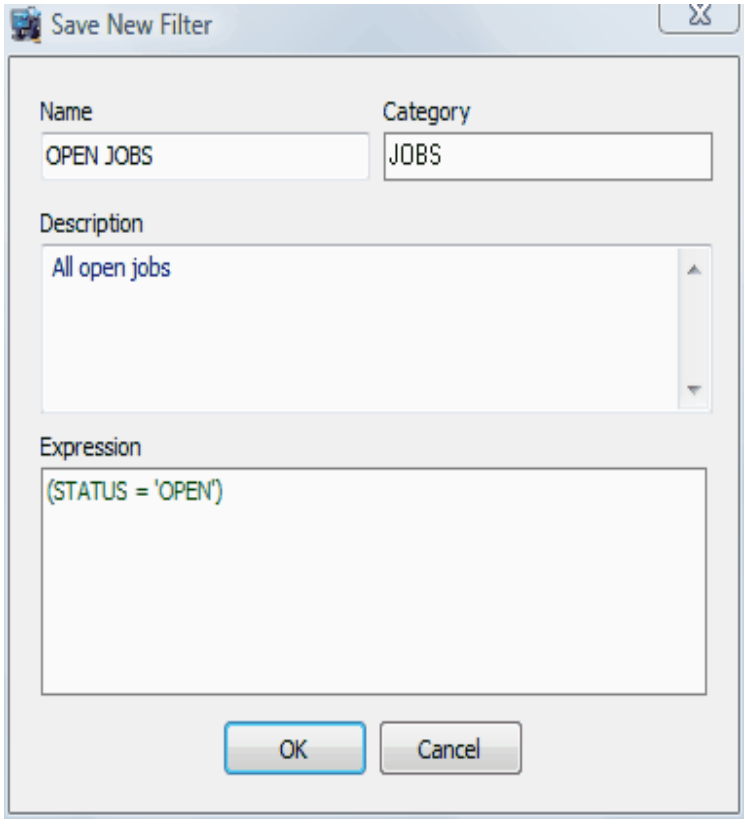


Now click on "OK" button.
The job grid is filtered (in fact the database table is filtered) and now is displaying only the jobs that are open.

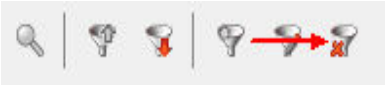
Saving the filter to database:
While the filter is still active, click on the third icon (save filter)



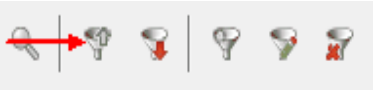
This action will bring up the "Save New Filter" dialog.
Choose a name, a description then click on "OK".to save filter to database.



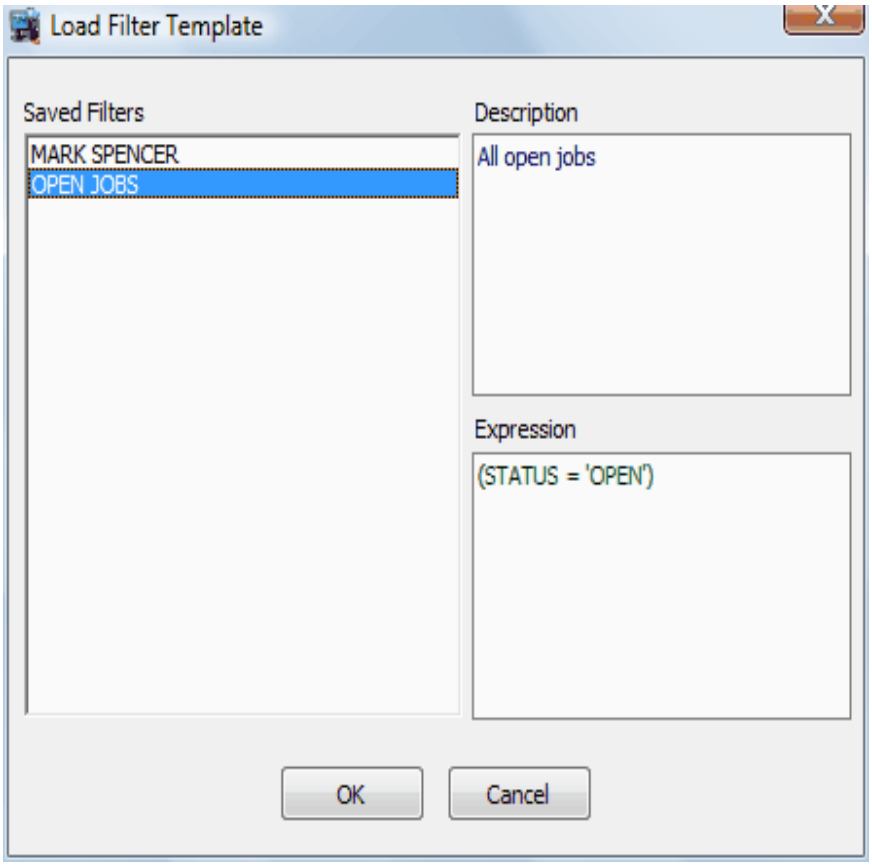
Removing the filter (not delete 'just deactivate")
To remove the active filter, click on the sixth icon



Loading and applying a saved filter:
Click on the second icon (Load saved filter)



The "Load Filter Template" dialog will pop up, showing you a list of all saved filters within that category.



Click the "OK" button to apply the selected filter.
Please note that if you have more than one saved filter on the list, and do not select anything, the first saved filter will be applied.

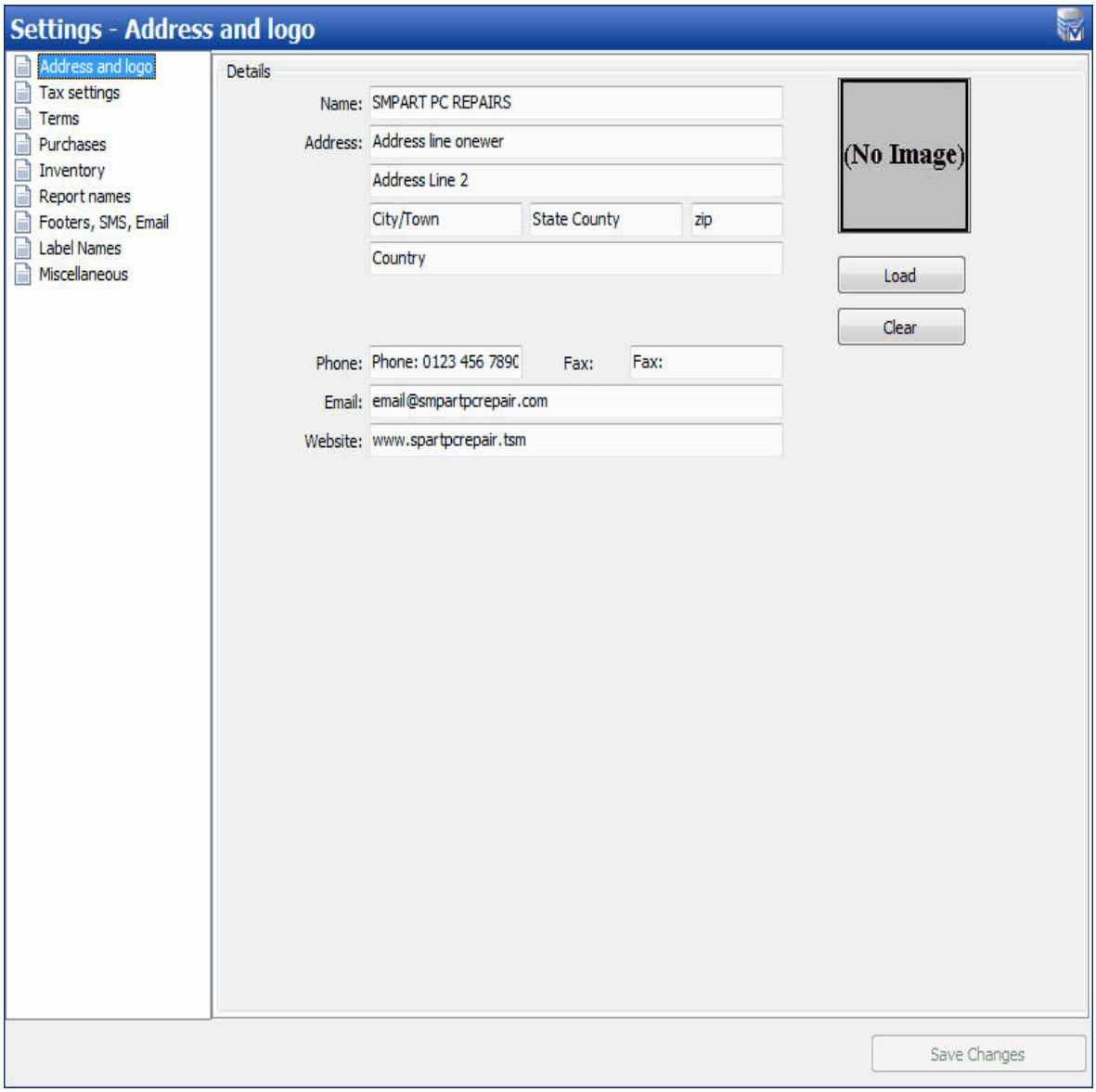
Editing a saved filter:
To edit a saved filter do the following:

- Load the saved filter
- Click on "edit current filter" icon
- Edit the filter expression
- Click "OK" to apply the filter
- Either save it to database or not

5.10 Edit Company Details & other settings

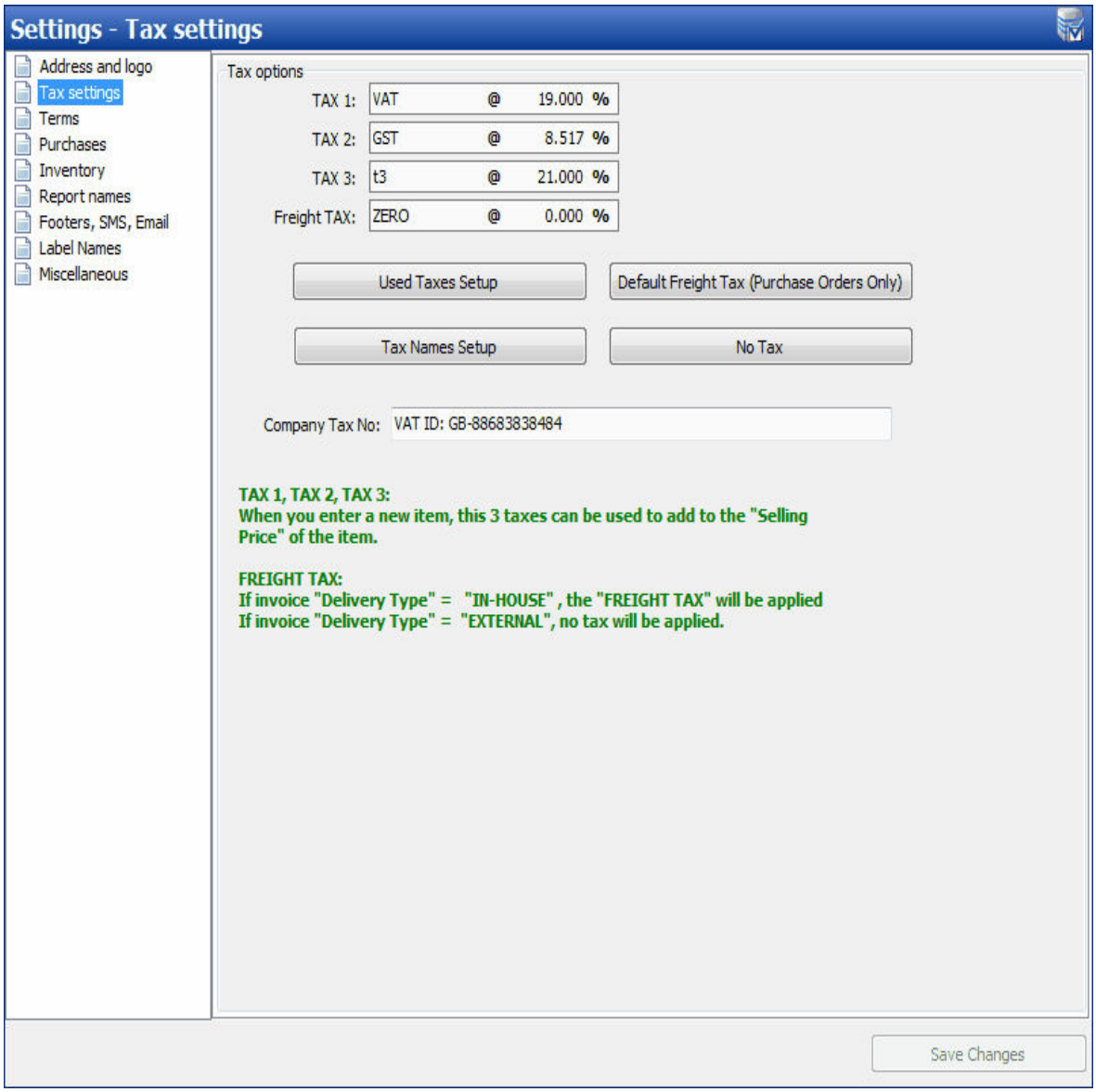
Well, company details may be considered here soft of an understatement. In fact on the company page there is more than just company name, address, etc.
We will go through every and each one of the three pages, so you will have a good understanding about all that is in there.

Address and Logo page
This is the page where literarily the company details are. Is simple and straight forward, with one exception, and that is the Telephone and Fax numbers.
These two numbers will show on the already existent reports as just numbers. If you want to have "Tel." or "Fax" as labels in the reports then when you enter the tel no. write first "Tel.:" without quotes.
See below:



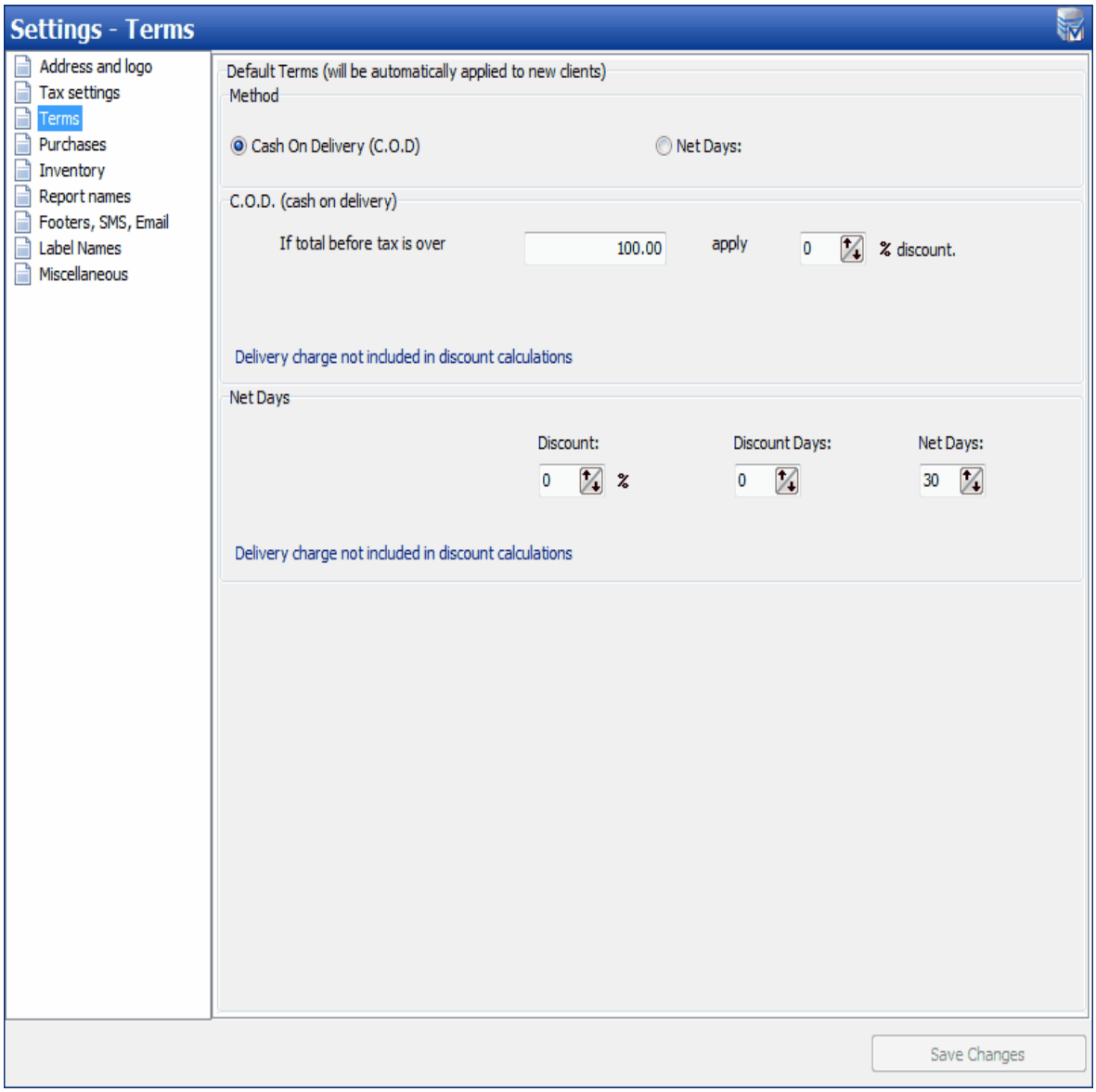
Tax Settings page

This is self explanatory, and you have probably set your taxes at the database setup wizard when you first logged on.

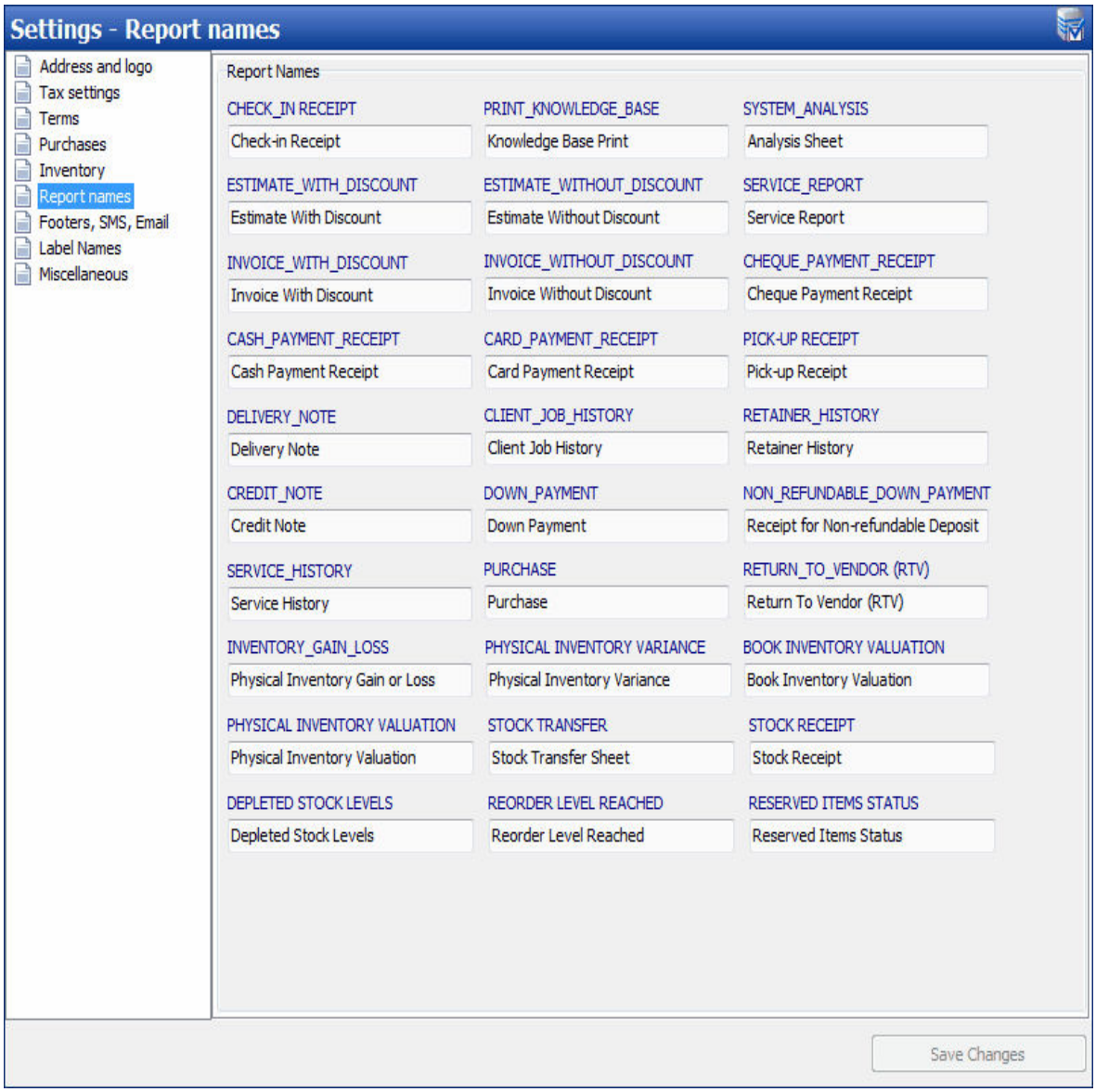

Settings - Tax settings
Address and logo
Tax settings
Terms
Purchases
Inventory
Report names
Footers, SMS, Email
Label Names
Miscellaneous
Tax options
TAX 1: VAT @ 19.000 %
TAX 2: GST @ 8.517 %
TAX 3: t3 @ 21.000 %
Freight TAX: ZERO @ 0.000 %
Used Taxes Setup
Default Freight Tax (Purchase Orders Only)
Tax Names Setup
No Tax
Company Tax No: VAT ID: GB-88683838484
TAX 1, TAX 2, TAX 3:
When you enter a new item, this 3 taxes can be used to add to the "Selling Price" of the item.
FREIGHT TAX:
If invoice "Delivery Type" = "IN-HOUSE", the "FREIGHT TAX" will be applied
If invoice "Delivery Type" = "EXTERNAL", no tax will be applied.
Save Changes

Terms

This is the page where the default terms are set. This terms will be applied as default to all new client records, , and have been explained in "New/Edit Client" topic.

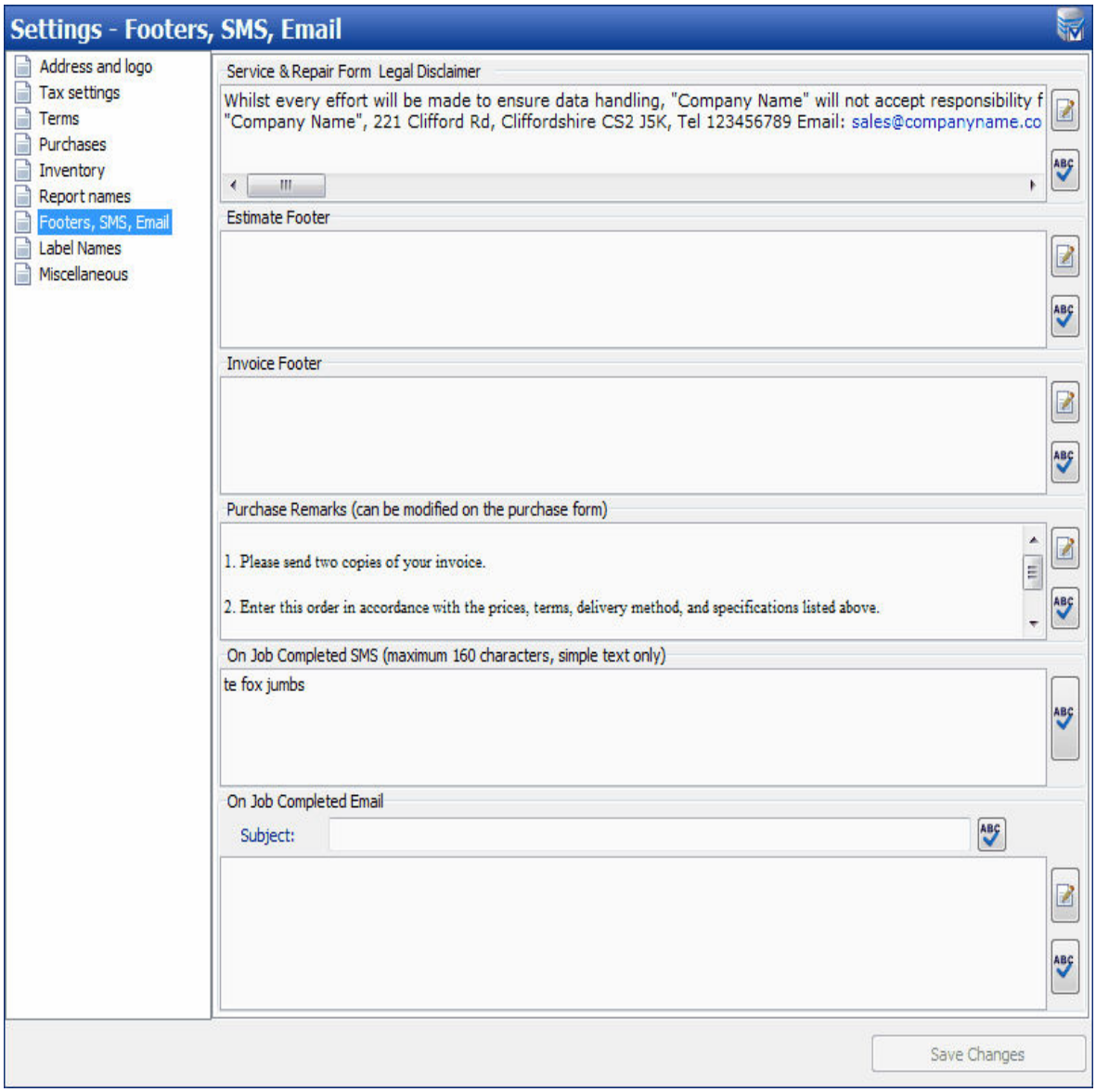


Report names page
This is where reports variables are entered and saved to the database. The subject has been explained in "Report names" and "Report footers".



Footers SMS Email

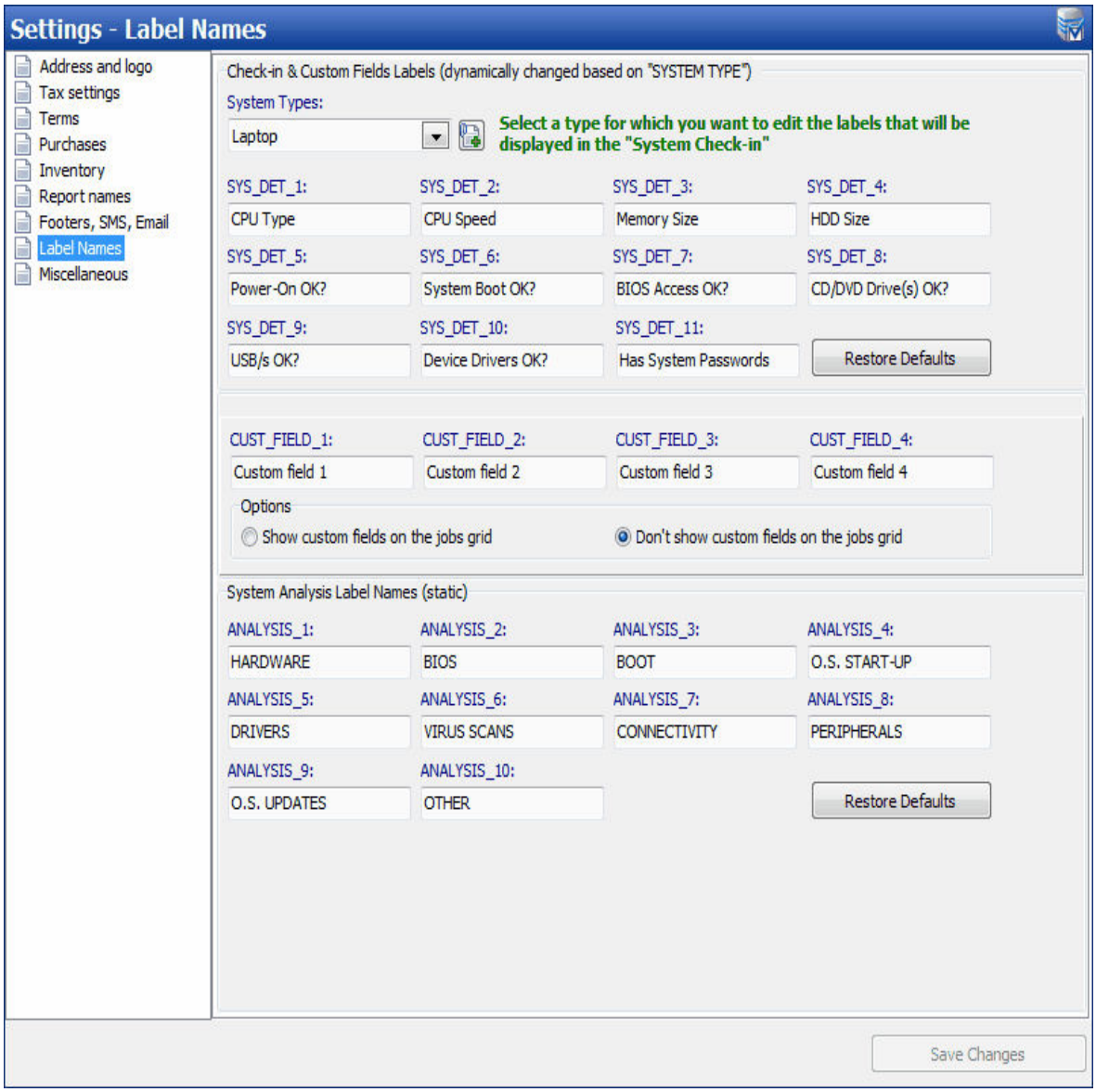
This is the page where footers, legal disclaimers, SMS text and Email body text can be written and formatted.


Settings - Footers, SMS, Email
Address and logo
Tax settings
Terms
Purchases
Inventory
Report names
Footers, SMS, Email
Label Names
Miscellaneous
Service & Repair Form Legal Disclaimer
Whilst every effort will be made to ensure data handling, "Company Name" will not accept responsibility f
"Company Name", 221 Clifford Rd, Cliffordshire CS2 J5K, Tel 123456789 Email: sales@companyname.co
Estimate Footer
Invoice Footer
Purchase Remarks (can be modified on the purchase form)
1. Please send two copies of your invoice.
2. Enter this order in accordance with the prices, terms, delivery method, and specifications listed above.
On Job Completed SMS (maximum 160 characters, simple text only)
te fox jumbs
On Job Completed Email
Subject:
Save Changes

Label Names

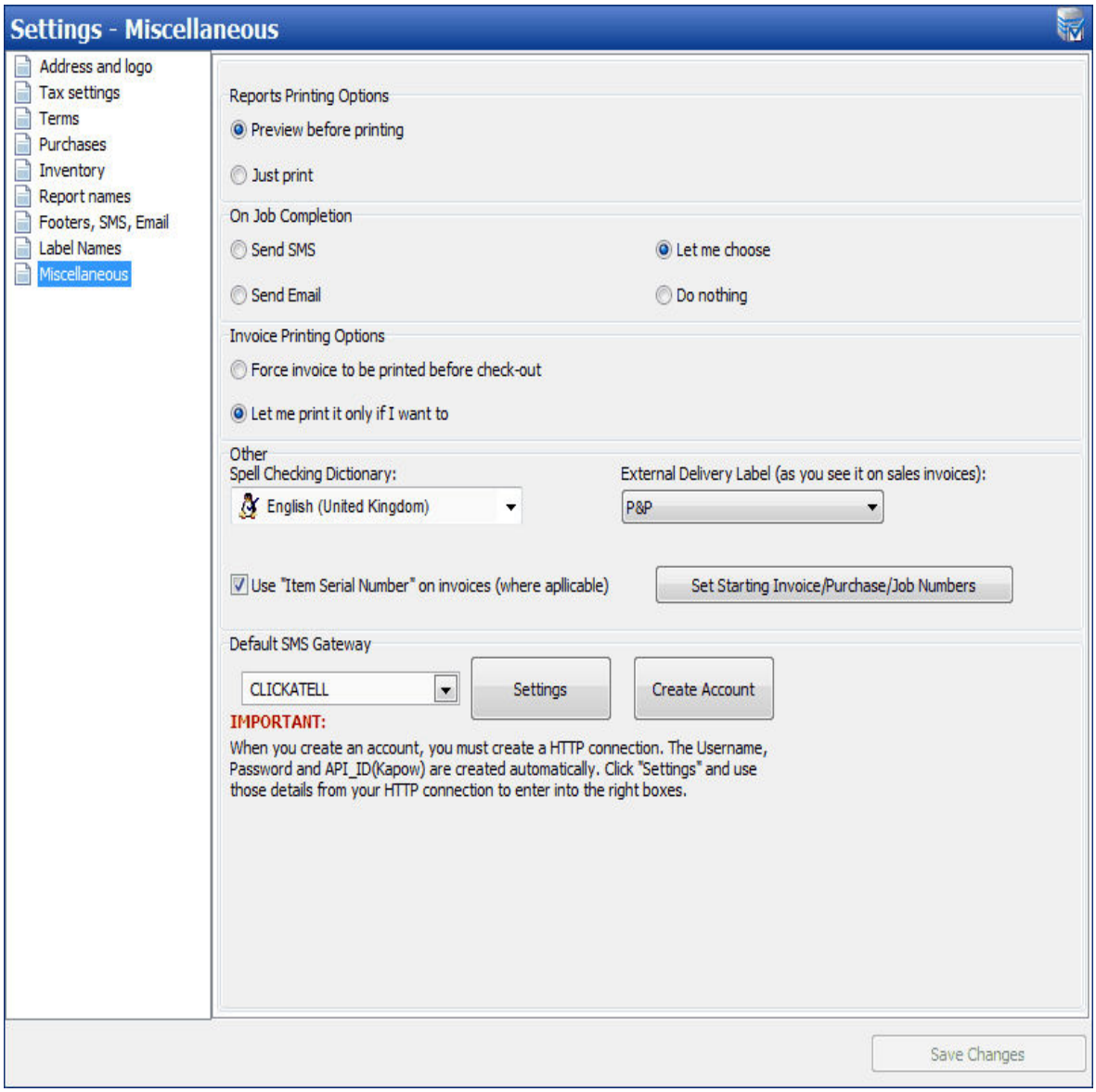
This is the place where you can

- change the name of the 4 custom fields that appear on the "Check-in Page"
- change the labels for some fields in "System Check-in"
- change the labels of the fields in "System-Analysis" page



Miscellaneous page

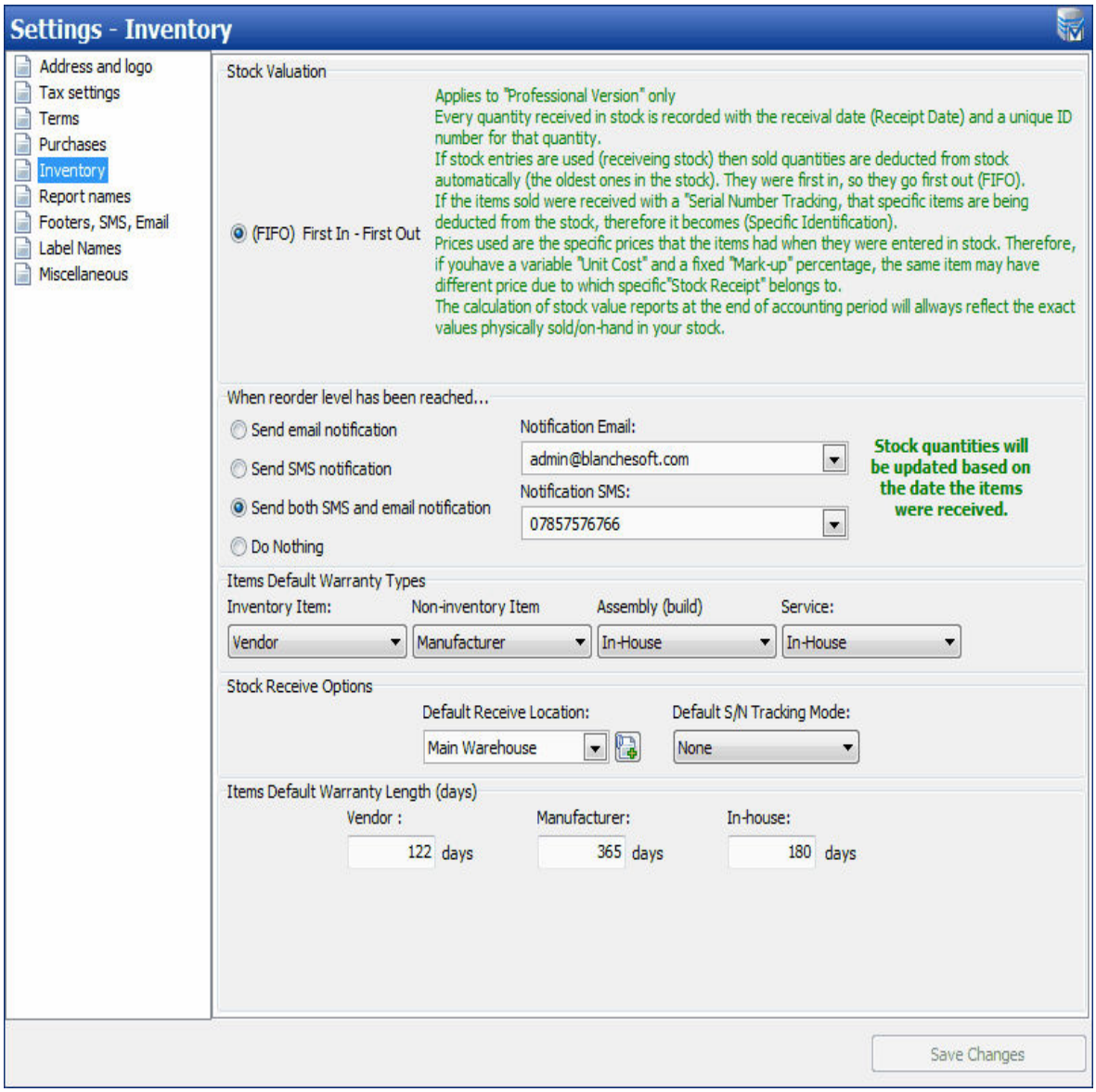
As the title suggests, this page contains miscellaneous settings related to the software itself and your company.



Professional version (Inventory and Purchasing modules)

Purchases

Explanations can be see here in green text.


Settings - Inventory
Address and logo
Tax settings
Terms
Purchases
Inventory
Report names
Footers, SMS, Email
Label Names
Miscellaneous
Stock Valuation
Applies to "Professional Version" only
Every quantity received in stock is recorded with the receival date (Receipt Date) and a unique ID number for that quantity.
If stock entries are used (receiveing stock) then sold quantities are deducted from stock automatically (the oldest ones in the stock). They were first in, so they go first out (FIFO).
If the items sold were received with a "Serial Number Tracking, that specific items are being deducted from the stock, therefore it becomes (Specific Identification).
Prices used are the specific prices that the items had when they were entered in stock. Therefore, if youhave a variable "Unit Cost" and a fixed "Mark-up" percentage, the same item may have different price due to which specific"Stock Receipt" belongs to.
The calculation of stock value reports at the end of accounting period will allways reflect the exact values physically sold/on-hand in your stock.
(FIFO) First In - First Out
When reorder level has been reached...
Send email notification
Send SMS notification
Send both SMS and email notification
Do Nothing
Notification Email:
admin@blanchesoft.com
Notification SMS:
07857576766
Stock quantities will be updated based on the date the items were received.
Items Default Warranty Types
Inventory Item:
Non-inventory Item
Assembly (build)
Service:
Vendor
Manufacturer
In-House
In-House
Stock Receive Options
Default Receive Location:
Main Warehouse
Default S/N Tracking Mode:
None
Items Default Warranty Length (days)
Vendor :
Manufacturer:
In-house:
122 days
365 days
180 days
Save Changes

5.11 Purchasing & Inventory

Online & Downloadable Demos Only

Purchasing and inventory module are more complicated, and users don't really read through the help files.
Therefore, online or downloadable demos are available on our website http://www.blanchesoft.com

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TS Man - computer service & repair system.

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7 Pricing and licensing

Pricing

For the latest prices, please check our purchase page
The base price is set to British Pounds, and may fluctuate according to the exchange rate if you are purchasing using your local currency.

Licensing

Licensing for TS Man is done by the concurrent connections.
You may install TS Man on as many computers as you wish. The maximum number of users that can be connected to the database at any one time equals the number of licenses you have purchased. Trial version however comes with three (3) concurrent connections allowing you to test it in a multi user environment.

Legal matters

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8 Purchasing

You may purchase one or more licenses for TS Man in two ways.
1. Visit http://www.blanchesoft.com and click on the purchase page.
2. Start TS Man, from the main menu click on Help/About. The "About TS Man" window will pop up and you may click on "Purchase License" button for trial version, or "Upgrade License" for registered versions.

Vendors
At this time, TS Man is being distributed through Share-it http://www.shareit.com

Resellers are using their own exchange rates and commissions, therefore the price may vary

Please note that some of this resellers may change, either new ones will become available or the existing ones will not be available any longer.
For an up to date list, please visit www.blanchesoft.com/purchase.html

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Upgrades
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Legal matters
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10 Sales policy

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PLEASE USE THE TRIAL VERSION FOR THE MAXIMUM TIME (30 DAYS) BEFORE PURCHASING

11 Data protection act

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